

Re: XP update KB 936181 failure

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-12/msg00208.html>

- *From:* "MowGreen [MVP]" <mowgreen@xxxxxxxxxxxxxx>
 - *Date:* Tue, 04 Dec 2007 17:42:03 -0800
-

You're mowst welcome, Bob.
And, thanks for posting about the WinSxS copies.
IF they were replaced in WinSxS, then delete the older copies.
If not, then move the 2 deleted files back to WinSxS.

When the next round of MSXML updates appear and there's an installation issue, then you'll be mow than prepared for it/them. <w>

MowGreen [MVP 2003-2008]

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Bob S wrote:

I went ahead and deleted those two copies of Msxml4.dll I found in c:\Windows\WinSxS\x86_Micorsoft.MSXML2_... and then installed KB936181 again. It seems to have worked. Now, all 3 old copies of Msxml4.dll are in the Recycle bin. Shall I delete them forever?

Thanks for your help.

"Bob S" <BobS@xxxxxxxxxxxx> wrote in message
[news:%23dH6C\\$ONIHA.4688@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23dH6C$ONIHA.4688@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Thank you MowGreen. This is very thorough. I did the first few steps (not finding any other XML core Services, but uninstalling KB927978 from ARP and rebooting the system). I did not find any copies of MSxml4.dll in System32 and did not find a System32/dllcache folder at all.

However, using "Find" on the "Windows" folder, I did find 2 copies of Msxml4.dll in c:\Windows\WinSxS\x86_Micorsoft.MSXML2_... . Should I delete these two copies before I Install KB936181 and reboot?

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"MowGreen [MVP]" <mowgreen@xxxxxxxxxxxx> wrote in message
news:%238ca6gkNIHA.4808@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Is there any other version of MSXML 4 listed in
Add/Remove Programs [ARP], like
Microsoft XML Core Services 4.0 Service Pack 2
(KB941833).
If so, uninstall it and reboot.

Whether KB941833 was present or not, then uninstall
KB927978 from ARP.
Reboot the system.
Check once more to see if Msxml4.dll is present in system32
and in
system32/dllcache
Delete any copies found

Install KB936181, reboot for the last time.
How'd that do ?

MowGreen [MVP 2003–2008]

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Bob S wrote:

Thank you MowGreen. Unfortunately, I still
have a problem. Here is what I did.

1. I went to the website you recommended
and read the instructions copied below.
2. Thinking that I had likely seen the
message "Could not register type library for
file c:\Windows\system32\msxml4.dll"
when I first did the update a week ago, I
went to the second set of instructions first
and went to the MS download center
3. I searched for KB 936181 and did a
manual install.
4. I was asked whether I wanted to modify,
repair or remove. Not being instructed which
to choose, I chose "Repair". It seemed to

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complete fine without giving me the error message to ignore (which the instructions said I should expect). Unfortunately, the reminders to install KB 936181 continued even after a reboot.

5. I then tried the first set of instructions.

6. Using Add or Remove Programs, I removed MSXML 4.0 SP2 (KB936181).

7. I deleted the Msxml4.dll in the System32 folder (which BTW was version 4.10.????).

8. Then using Add or Remove Programs, I clicked "Change" on MSXML 4.0 SP2 (KB927978), which I presumed to be the "previous installation of MSXML 4.0".

9. Again I clicked "Repair" and then "Install".

10. It asked me to use source "c:\fb039ee9231e37a4101fb52, and I did find such a directory in my root (with a ...log file in it).

11 I clicked OK and it returned the following error message "The path '...' cannot be found ..."

I am confused. Can you help me further?

Thanks in advance.

Bob

. 941833

(<http://support.microsoft.com/kb/941833/>)

An update is available that improves the compatibility and the reliability of Microsoft XML Core Service 4.0 Service Pack 2 on a Windows Vista-based computer

Security update 936181 for Microsoft XML Core Services (MSXML) 4.0, for MSXML 4.0 Service Pack 1 (SP1) and for MSXML 4.0 Service Pack 2 (SP2) does not support the complete removal of MSXML 4.0. This situation occurs because this version of MSXML is installed in side-by-side mode. To work around this issue, follow these steps:

1. Remove security update 936181 by using the Add or Remove Programs item in Control Panel.

2. Delete the Msxml4.dll file from the

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%SystemRoot%\System32 folder.

3. Repair the previous installation of MSXML 4.0 by using the Add or Remove Programs item in Control Panel.

The earlier versions of the Msxml4.dll file and of the Msxml4r.dll file are restored to the side-by-side folder and to the %SystemRoot%\System32 folder.

You may receive the following error message when you install security update 936181 from Windows Update:

Could not register type library for file c:\Windows\system32\msxml4.dll. Contact your support personnel.

When this error occurs, you may also notice information that resembles the following in the log file:

Error 1911. Could not register type library for file c:\Windows\system32\msxml4.dll. Contact your support personnel.

MSI (s) (20:18) [17:52:31:612]: Product: MSXML 4.0 SP2 (KB936181) -- Error 1911. Could not register type library for file c:\Windows\system32\msxml4.dll. Contact your support personnel.

=== Logging stopped: 11/10/2006 17:53:07 ===

MSI (c) (34:20) [17:53:07:252]: Note: 1: 1708

MSI (c) (34:20) [17:53:07:260]: Product: MSXML 4.0 SP2 (KB936181) -- Installation failed.

MSI (c) (34:20) [17:53:07:267]: Windows Installer installed the product. Product Name: MSXML 4.0 SP2 (KB936181). Product Version: 4.20.9839.0. Product Language: 1033. Installation success or error status: 1603.

MSI (c) (34:20) [17:53:07:313]: Grabbed execution mutex.

MSI (c) (34:20) [17:53:07:319]: Cleaning up uninstalled install packages, if any exist MSI (c) (34:20) [17:53:07:331]:

MainEngineThread is returning 1603

=== Verbose logging stopped: 11/10/2006 17:53:07 ===

To work around this problem, manually install the security update from the Microsoft Download Center, and then click Ignore when the error message is displayed.

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To confirm that the installation was successful, verify that the Msxml4.dll file in %systemroot%\System32 is version 4.20.9848.0.

"MowGreen [MVP]"

<mowgreen@xxxxxxxxxxxx> wrote in message

news:uwYjOafNIHA.1208@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

See the 'Known issues with this security update' here:
<http://support.microsoft.com/kb/936181>

MowGreen [MVP
2003–2008]

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Bob S wrote:

I keep getting notices that an update for Windows XP (KB936181) is available. When I tell it to install it, it says that it has successfully installed in less than a minute. However, I get the same notice for

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the same
update
within 2
minutes.
How can I
fix this?

Thank you
in advance.