

Re: Vista Home Premium: Where are 'windows update/installation logs located'? Windows servicing failed...

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-01/msg00603.html>

- *From:* "robin" <robinb9_nospam@xxxxxxxxxxxx>
 - *Date:* Fri, 11 Jan 2008 10:58:14 -0500
-

you are quite welcome.

At least those who looked in event viewer and saw these error msgs now know to ignore them as long as WU history said it was successfully installed.

I allowed the tech to go on remotely so he could check himself to make sure it was installed properly and he showed me it was.

for proof here is part of the email he sent back to me on conclusion:

This is Sreekumar with Microsoft Windows Technical Support.

It was my pleasure to work with you on your Windows service request *****.
I hope that you were completely satisfied with the service provided to you.

Based on our last conversation it appears that this service request is resolved and ready to be archived. If this is not correct or if you are not very satisfied with the support weâ?Tve provided please let us know as soon as possible. My goal is to ensure that your experience with Microsoft Windows Technical Support leaves you very satisfied with our products and services.

Here is a summary of the key points of the service request for your records:

Action : Tried to check the event viewer.

Result : Able to find warnings and errors for the windows updates.

Cause : The event viewer gives the information on events happened at that time.

Resolution: We could understand that windows update service restarts when needed and the windows updates will try to reinstall incase if it fails.

Also, we found in the windows updates that all the updates were all successfully installed and there are no pending updates to your computer.

If you have any feedback regarding Microsoft support, we would be glad to

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hear from you. If you would feel more comfortable speaking with someone else regarding my service, Nithin, my manager, would be very happy to hear your comments and suggestions. You may reach my manager by sending an email to v-6nisas@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thank you for contacting Microsoft Windows Technical Support.

Sincerely,

Sreekumar

"MowGreen [MVP]" <mowgreen@xxxxxxxxxxxx> wrote in message [news:%23Pd\\$NJ9UIHA.1132@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23Pd$NJ9UIHA.1132@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Thanks for posting this helpful information, robin.

The MVPs who help out in this newsgroup have found that if folks with issues do not call in to MS, then MS is not aware how impactful said issues are.

That is why we are trying to get youse guys to call them ? <w>

MowGreen [MVP 2003-2008]

=====
_343- FDNY
Never Forgotten
=====

robinb wrote:

just so you know I called Microsoft and the tech person told me as long as in Windows Update History it was successful and it shows up in add/remove programs to ignore the error msg. It only means (shown in event viewer) that the first time it could not install then tried again and if it was not successful in windows update history it would have shown it as a failed update.

He told me that in windows update it tries a few times to install. We cannot see this on the outside but we will see it as an error msg in event viewer, but we might not see the final that it did install in there especially if there are more than one updates it is trying to do.

robin

"PA Bear [MS MVP]" <PABearMVP@xxxxxxxx> wrote in message news:%23Zfoh1yUIHA.4440@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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Always state your Windows version when posting to this newsgroup, please.
In this case, also tell us your anti-virus application and if you're running a third-party firewall (e.g., ZoneAlarm; Comodo).

Believe me, you wanna open a support incident. An analysis of your windowsupdate.log and other logs may be necessary to identify the problem.

Understand that no one here (save for unusual circumstances) represents Microsoft. This includes MS-MVPs. This is a peer-to-peer support newsgroup.

Here's a previous thread from a poster with similar problems:

http://groups.google.com/group/microsoft.public.windowsupdate/browse_frm/thread/3e3de1a...

The above conversation is, in fact, this month's edition of http://groups.google.com/group/microsoft.public.windowsupdate/browse_frm/thread/75571d6...

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~Robear Dyer (PA Bear)
MS MVP-Windows (IE, OE, Security, Shell/User)
AumHa VSOP & Admin <http://aumha.net>
DTS-L <http://dts-l.net/>

robinb wrote:

if 2 of us and i am assuming more of us are having this problem then we should get an answer here instead of being on hold forever by calling support.
something had to go wrong with the updates also I find that in add/remove programs in vista it actually shows the update in there and in windows update history it shows it was successful.
Why would it show up in even viewer with errors if in history it shows

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it
as
successful?
something seems very wrong here
robin

robin

"PA Bear [MS MVP]"
<PABearMVP@xxxxxxxx> wrote in
message
<news:%23nHPF1uUIHA.4696@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Start a free Windows
Update support incident
request:
<https://support.microsoft.com/oas/default.aspx?gprid=6527>

Support for Windows
Update:
<http://support.microsoft.com/gp/wusupport>

For home users, no-charge
support is available by
calling
1-866-PCSAFETY
in
the United States and in
Canada or by contacting
your local Microsoft
subsidiary. There is
no-charge for support calls
that are associated
with
security updates. When you
call, clearly state that your
problem is
related
to a Security Update and
cite the update's KB number
(e.g., KB123456).

If your problem relates to a
Cumulative Security Update
for IE, call
the
above number and ask to be
transferred to the Consumer
IE7 queue
(which

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is
47830).

For more information about
how to contact your local
Microsoft
subsidiary
for security update support
issues, visit the International
Support
Web
site:

<http://support.microsoft.com/common/international.aspx>

For enterprise customers,
support for security updates
is available
through
your usual support contacts.

Tip: Temporarily disable
real-time protection by your
anti-virus
and/or
anti-spyware applications
(e.g., CounterSpy,
Spysweeper, Spybot, AVG
Anti-Spyware) and/or any
third-party firewall (e.g.,
ZA) before
attempting
to install the update(s).

--

~Robear Dyer (PA Bear)
MS MVP-Windows (IE,
OE, Security, Shell/User)
AumHa VSOP & Admin;
DTS-L.org

captfbgnet wrote:

(Sorry
about the
x-posting)

Are the
update/installation
logs located
here also?
(event

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viewer)

My 'event
viewer
shows
"errors' in
installing
the
Windows
updates
from
yesterday,
error is:

Windows
Servicing
failed to
complete
the process
of changing
update
943411-19_RTM_neutral_LDR
from
package
KB943411_7(Security
Update)
into
Staging(Staging)
state

My
windows
update says
all updates
were
sucessfully
installed.
Can
one
of
you MS
experts
please
enlighten
me as to
what this all
means?
Computer
is
operating
OK.

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