

## Re: Won't update 0x8009310B

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-01/msg01390.html>

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- *From:* "PA Bear [MS MVP]" <[PABearMVP@xxxxxxxxxx](mailto:PABearMVP@xxxxxxxxxx)>
  - *Date:* Sat, 26 Jan 2008 14:11:28 -0500
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CrystalBall© sez:

Updates are not installed successfully from Windows Update, from Microsoft Update, or by using Automatic Updates after you repair a Windows XP installation [or upgrade to WinXP]  
<http://support.microsoft.com/kb/943144>

Tried phoning MS, you just get passed around with no resolution, and would need a second mortgage to cover the call costs.

Then either you didn't call the right number or you didn't clearly state that your problem was the inability to install any critical security updates.

Repost:

Start a free Windows Update support incident request  
[no-charge, email support for Windows Update problems]  
<https://support.microsoft.com/oas/default.aspx?gpid=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).

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.

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

Re: Won't update 0x8009310B

ato\_zee@xxxxxxxxxxx wrote:

Microsoft Windows XP  
Professional x64 Edition  
Version 2003  
Service Pack 2

27 updates failed to install all with the same error code when I click on the question mark next to each failed update. During shutdown it says updates being installed, don't switch off, the PC will switch itself off automatically. It switches off, but next restart Windows Update finds the same updates, goes through the same failure routine, and it's as it was before, 27 failed updates. Surely MS is capable of diagnosing these problems, and why on earth do we have this busy group, and nothing seems to get fixed? Surely this group is itself an admission of failure, we can't fix things.

<paste>

PA Bear [MS MVP] wrote:

Windows version? What update(s) is throwing this error?

If you've "tried all the suggested solutions" [??], you might...

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Tried all the suggested solutions but still can't update.

Error code 0x8009310B

Could someone suggest some simple steps to fix this?

Searching for solutions seems to suggest that many of us here, and on Google, are having the same problem.

I've tried starting and stopping services, following complex directions, likewise registering dll's nothing fixes it.

Every attempt gives just the same list of failed updates.

Why can't Microsoft solve this?

Or at least supply a download that patches the problem?