

# Re: Vista update KB938371 fails to install. error code 80073712

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-03/msg00637.html>

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- *From:* help me somebody pls <[helpmesomebodypls@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:helpmesomebodypls@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 14 Mar 2008 14:49:03 -0700
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Forgot to mention, I also have the same problem with KB929735.

Basically I have the EXACT same problem as Jumbo.

Jumbo, if you find a solution, please post a reply back here for me.

Many thanks!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

"help me somebody pls" wrote:

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*****
I have the exact same problem with KB938371
*****
I have tried the same instructions given above but I still have the same
problem
*****
I have even tried logging a call with Microsoft support which was a waste of
time
*****
Can someone PLEASE HELP
*****
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"jgtj" wrote:

I have the exact same symptoms, even to KB929735 failing last September,  
but  
this has dropped from the list despite not having been done.

I have been around several forums, some of the suggestions are dangerous and  
likely to cause problems.

Re: Vista update KB938371 fails to install. error code 80073712

If you find a solution please post it here.

Thanks.

"Jumbo" wrote:

Many Thanks,

1. there is no 'pending.xml' in the WINSXS folder. ( but have deleted

'798c79424c6ec801f301000028093411.pending.xml' from folder

WINSXS/Temp/Pending Renames' )-to no avail.

2. Have installed Windows Update Agent-no change, update still does not

install.

3. Error only occurs when try to install KB 938371 ( the vital pre-requisite

for Vista SP1) and an older KB 929735.

Have just installed other 'update Tuesday' updates successfully!

4. Have tried Automatic and Stand Alone installs

5. KB 938371 appears to