

## Re: Vista update KB938371 fails to install. error code 80073715

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-04/msg00036.html>

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- *From:* "MowGreen [MVP]" <[mowgreen@xxxxxxxxxxxxxx](mailto:mowgreen@xxxxxxxxxxxxxx)>
  - *Date:* Tue, 01 Apr 2008 13:10:21 -0700
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Error codes that one sees via Automatic Updating can sometimes be misleading. Suggest you open the WindowsUpdate.log located in the WINDOWS directory [folder] and scroll all the way to the end of it. Then work your way back up in the log and locate WARNING or FATAL error codes ... or, input KB938371 into the Find option in Notepad. That should bring you to where KB938371 is attempting to install and failing to. Copy and paste the entries just prior to and just after any FATAL error entry related to KB938371 into your reply, John.

MowGreen [MVP 2003-2008]

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\*-343-\* FDNY  
Never Forgotten  
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John wrote:

Hello John,

In reading that KB article, none of the error messages listed in red are what I am getting. Also, I have been able to successfully install every other Vista update since I bought the laptop. There have been numerous complaints here about the KB938371 update not installing. Do you still think the suggestions in that article are worth trying? Thanks!

John

DellCA wrote:

This is John at Dell headquarters.  
Have you tried the steps listed in the following KB article?

<http://support.microsoft.com/?kbid=822798>

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Give those steps a shot and see if it doesn't help you. That article is loaded with tips to help resolve this kind of problem from a plethora of causes.

John  
Dell Customer Advocate

"John" wrote:

I'm having the same problem with KB938371 not installing that so many others have complained about. However, the error message I'm getting is not the one most have been getting. Instead of error code 80073712, I'm getting error code 80073715.

I've downloaded the update package from MS. Whether I try to install from the update package or from Windows Update, the result is the same. It starts to install, but fails to complete the installation.

This is a Dell Inspiron 1720 Notebook running Windows Vista Home Premium.

This is very annoying since this update is required before SP1 can be installed. Any help would be appreciated.  
Thanks!

John

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Please reply in this newsgroup. I never post my true email address to prevent spam. Thank you.