

Re: KB938371 Appears To Block Updates

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-04/msg01610.html>

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxx>
 - *Date:* Sat, 19 Apr 2008 12:24:34 -0400
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The update is not installed successfully, you receive a message, and the computer restarts when you try to install an update in Windows Vista

<http://support.microsoft.com/kb/949358>

Unlimited installation and compatibility support for Vista SP1 is available at no charge through 18 Mar-09

" US: <http://support.microsoft.com/oas/default.aspx?ln=en-us&prid=11274&gprid=500921>

" CA: <http://support.microsoft.com/oas/default.aspx?ln=en-ca&prid=11274&gprid=500921>

" UK: <http://support.microsoft.com/oas/default.aspx?ln=en-gb&prid=11274&gprid=500921>

" AU: <http://support.microsoft.com/oas/default.aspx?ln=en-au&prid=11274&gprid=500921>

" Other: <http://support.microsoft.com/oas/default.aspx> | select Windows Vista | select Windows Vista Service Pack 1

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.

~Robear Dyer (PA Bear)

MS MVP-Windows (IE, OE, Security, Shell/User)

AumHa VSOP & Admin; DTS-L.net

jcaudle wrote:

I have Vista home premium sp1 installed. Also have KB938371 installed successfully on 4/9/2008. Since then the only updates that install are Defender definitions. All security updates will not install regardless of how many times I try. Suggestions as to allow these updates to install would be greatly appreciated. The updates that refuse to install are KB947864, KB941693, & KB948590.