

Re: KB938371 Appears To Block Updates

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-05/msg00493.html>

- *From:* jcaudle <juliancaudle(remove)@yahoo.com>
 - *Date:* Tue, 6 May 2008 09:45:01 -0700
-

Assistance in this newsgroup A+. In particular with the observation that I was in a catch 22 situation regarding the install of SP1 and the prerequisite update. F for Microsoft support with their tunnel vision.

"PA Bear [MS MVP]" wrote:

Thanks for your feedback. I think everyone learned some lessons here.

And how would you grade the free support you got in this newsgroup, in comparison?

jcaudle wrote:

Okay, as I noted I went ahead and bought a Vista upgrade with SP1 from Best Buy. Installed it today and now everything is fixed. Shame on me for not following the instructions from HP as to EXACTLY what had to be installed prior to the SP1 update. Sooooo, I'm out \$110 but everything is running great now. I know it seems strange that I have Vista Home Premium with SP1 installed and buy Vista Home Premium with SP1 upgrade included it sounds redundant. However, that is what it took to get out of the catch 22 that I was caught in. I know that the upgrade is meant for XP and Vista Basic but I still gave it a try and it worked flawlessly. Just selected upgrade instead of clean install which would have wiped out the hard drive and started over from scratch.

Did try a couple of more times to get help from MS support and they still have tunnel vision as to everything is caused by antivirus or firewalls.

I guess that is 99% of what they deal with along with virus and spyware problems. But they were nice and even called me back twice from God knows where to make sure I was satisfied. When I told them what I thought was necessary they still did not seem to understand but were very concerned

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that
they could not resolve the problem so I give them an A+ for trying but an
F
for actual help in getting the problem solved.

"jcaudle" wrote:

I talked with HP support. There is absolutely no way to
reinstall Vista
without wiping out the hard drive and returning to the
original factory
configuration. I found out why I cannot go back to system
restore prior
to
the date I installed SP1. Apparently SP1 only saves about 10
days of
restore points and wipes out anything prior to the SP1 restore
point.
When you get past 10 days you lose the SP1 restore point.
Spoke again
with MS support today and they do not have a clue. They are
still hung
up
on firewalls and antivirus interfering.

I noticed that Best Buy had Vista along with SP1 on sale for
\$99. Is
worth it to reinstall and spend the \$99 rather than killing the
entire
hard drive with dozens of programs I already have installed.

"PA Bear [MS MVP]" wrote:

I encourage you to continue your attempts to
resolve this problem via MS
Support or use the HP Recovery disks: I
have a feeling you won't be able
to install any future critical security updates
if you don't, in which
case your security's out the window.

—
~PA Bear

jcaudle wrote:

Method 2 requires a Vista
restore disk. Since the HP
restore disks
reformat
the hard drive and return the
computer to it's original

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configuration I
think, for now, that I will
just live with it. I don't have
the time
right
now to redo about 1 week of
work re-installing all my
programs. At
least
my
machine is locked down real
good with firewall,
antivirus, and highly
secured wireless connection
with max password security.
I think MS
support
is not used to or seen this
type of problem as I have
noticed in
similiar
posts. Thanks for your help.

"PA Bear [MS MVP]"
wrote:

Did the MS
Support
tech have
you try (or
have your
tried) using
Method
2: Use
System
Restore |
Offline
System
Restore in
<http://support.microsoft.com/kb/948537?>

I'm afraid
your best
bet would
be to
continue
with the
free Vista
SP1
support

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option(s)
available to
you. If
necessary,
being a new
Support
Incident.

Please keep
us posted.

--
~PA Bear

jcaudle
wrote:

Did
all
you
recommended.
Got
to
the
part
about
using
Method
#1
to
uninstall
SP1.
Used
the
MS
instructions
for
getting
to
the
uninstall
screen.
For
some
reason
it
is
not
on
the
list

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of
installed
updates.
Very
vexing.
Thanks
so
much
for
giving
your
time
to
assist
with
this
problem.

"PA
Bear
[MS
MVP]"
wrote:

I
downloaded
a
separate
file
for
SP1.

I
was
afraid
you'd
say
that.

In
addition
I
did
chat
with
support
and
they
had

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me
uninstalling
my
firewall,
anti-virus,
etc.
Left
me
with
a
unprotected
computer
that
I
immediately
installed
zone
alarm
and
AVG
antivirus.

<groan>
Now
it's
gotten
even
more
complicated.
Try
the
following:

1.
Uninstall
ZoneAlarm
via
Add/Remove
Programs
then
immediately
enable
the
Windows
Firewall.
Do
NOT
connect
the
machine

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to
the
internet
without
a
firewall!

2a.
If
you
uninstalled
a
Norton
application
at
the
behest
of
MS
Support,
download/run
this
removal
tool
&
reboot
twice:
<http://service1.symantec.com/SUPPORT/tsgeninfo.n>

2b.
If
you
uninstalled
a
McAfee
application
at
the
behest
of
MS
Support,
download/run
this
removal
tool
&
reboot
twice:
<http://service.mcafee.com/FAQDocument.aspx?id=10>

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3.
Temporarily
disable
AVG
Anti-Virus.

4.
Uninstall
Vista
SP1
via
Add/Remove
Programs
(<http://support.microsoft.com/kb/948537>
Method
1).

5.
Reboot
twice.
(Yes,
again.)

6.
Now
see
if
you
can
install
KB947864,
KB941693,
KB948590
and
any
other
updates
offered
by
Windows
Update.

NB:
Do
NOT
install
Vista
SP1
unless
it's
offered

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by
Windows
Update!
See
<http://support.microsoft.com/kb/948343>

--
~PA
Bear

jcaudle
wrote:
<paste>

I
downloaded
a
separate
file
for
SP1.
I
also
chatted
with
MS
today
for
about
4
hours.
No
luck
in
fixing
the
problem.
Unfortunately
I
cannot
do
a
system
restore
since
the
restore
point
does
not
seem
to

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exist
even
if
I
click
go
back
5
days.
Is
there
a
way
to
go
back
further?

</paste>

In
addition
I
did
chat
with
support
and
they
had
me
uninstalling
my
firewall,
anti-virus,
etc.
Left
me
with
a
unprotected
computer
that
I
immediately
installed
zone
alarm
and
AVG
antivirus.

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I believe they are used to handling such problems and not what really is happening. Your reply is most informative.

"PA Bear [MS MVP]" wrote:

<QP>
The original release of Update 938371 updates several internal components that Windows Vista requires in order to install or to remove Windows Vista

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Service
Pack
1
more
reliably.
This
update
must
be
applied
separately
before
you
install
Windows
Vista
SP1
to
make
sure
that
Windows
Vista
SP1
can
be
installed
or
removed
from
the
computer.
</QP>

Source:
<http://support.microsoft.com/kb/938371>

I
have
Vista
home
premium
sp1
installed.

Did
Windows
Update
offer
the

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machine
Vista
SP1
or
did
you
download/install
it
manually?

Looks
like
you're
in
a
Catch-22
situation:
You
can't
install
938371
because
Vista
SP1
is
already
installed
but
you
may
not
be
able
to
install
any
other
updates
because
938371
isn't
installed.

Unless
you
want
to
see
if
uninstalling
SP1

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resolves
the
problem
(cf.
<http://support.microsoft.com/kb/9485>)
I'd
recommend
opening
a
free
support
incident.
See
links
in
my
previous
reply.

jcaudle
wrote:

Not
the
activity
I
am
having.
The
computer
does
not
restart.
Just
returns
an
error
800B0100
when
using
Windows
Update.
What
is
odd
is
that
KB938371
appears
in
the

listing
of
installed
successful
updates
but
also
appears
on
the
list
of
important
updates.
Have
tried
installing
each
update
individually
but
no
luck.
When
I
click
update
the
progress
bar
shows
that
nothing
is
being
transferred.
Have
tried
turning
off
firewall
and
anti
virus
but
still
same
behavior.
Something
is
blocking

all
security
updates
but
allowing
non-security
updates
to
proceed
normally.

"PA
Bear
[MS
MVP]"
wrote:

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>

Unlimited
installation
and
compatibility
support
for
Vista
SP1

is
available
at
no
charge
through
18
Mar-09
Ãçâ -Âç
US:
<http://support.microsoft.com>
Ãçâ -Âç
CA:
<http://support.microsoft.com>
Ãçâ -Âç
UK:
<http://support.microsoft.com>
Ãçâ -Âç
AU:
<http://support.microsoft.com>
Ãçâ -Âç
Other:
<http://support.microsoft.com>
|
select
Windows
Vista
|
select
Windows
Vista
Service
Pack
1

Start
a
free
Windows
Update
support
incident
request:
<https://support.microsoft.com>

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

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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;

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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

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be
greatly
appreciated.
The
updates
that
refuse
to
install
are
KB947864,
KB941693,
&
KB948590.