

# RE: KB898461 consistently fails to install

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-06/msg01394.html>

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  - *Date:* Mon, 23 Jun 2008 13:50:02 -0700
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Wolverine's simple and safe DLL solution worked perfectly for me. Neither Lenovo nor IBM tech support could help me with this vexing problem, and I was resigned to installing the updates manually. Kudos to W !!

"Wolverine" wrote:

Hi All,

I don't know if your problem was solved but I didn't see anybody indicating and hence am posting the solution here. I don't know why Microsoft doesn't post such an easy solution and I really hope the guy who had to reinstall would not have to do it.

Anyways, the problem is with some dlls which are not properly registered in the registry.

Anyways, here is the fix. Hope this helps you all who has the problem and you just don't have to reinstall XP to fix some registry errors. The solution works 100%.

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To fix the .dll issue, you will need to re-register a couple of .dll files. To do this, follow these easy steps:

Run the command prompt by clicking on the Start Menu and selecting Run. Type "cmd" and hit Enter.

In the new window that came up, type each of the following commands, hitting enter after each one:

```
REGSVR32 WUAPI.DLL
REGSVR32 WUAUENG1.DLL
REGSVR32 ATL.DLL
```

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REGSVR32 WUPS2.DLL  
REGSVR32 WUCLTUI.DLL  
REGSVR32 WUPS.DLL  
REGSVR32 WUWEB.DLL  
REGSVR32 WUAUENG.DLL

Windows update should now behave normally.

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BR, Wolverine  
"Malc" wrote:

I'm trying to update a Win XP SP2 installation but since KB898461 failed to install, all subsequent updates have also failed (898461 was the new update installer). The installation is now 6 months out of date...

I've tried downloading the patch and running it locally but it fails with a MessageBox ("The system cannot find the file specified"). I don't know which file can't be found; my analysis of the log file is that several aspects of the installation may have failed.

Can you help? I've tried setting Windows\CurrentVersion\Setup\LogLevel to 0x80006060 but I think it didn't add any detail to the log file. I've tried emptying the DataStore and Download subdirectories in SoftwareDistribution but it didn't help; neither did running the patch in safe mode.

Here's a typical log file.

1.641:

```
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1.641: 2005/12/26 16:51:58.715 (local)
1.641: c:\355571f7444f803dcd5cbb7c9951\update\update.exe (version
6.1.22.4)
1.656: Hotfix started with following command line: /log:c:\temp\log.txt

103.766: In Function TestVolatileFlag, line 11660, RegOpenKeyEx failed
with error 0x2
103.766: In Function TestVolatileFlag, line 11692, RegOpenKeyEx failed
with error 0x2
103.766: DoInstallation: CleanPFR failed: 0x2
103.812: SetProductTypes: InfProductBuildType=BuildType.IC
103.812: SetAltOsLoaderPath: No section uses DirId 65701; done.
103.875: DoInstallation: FetchSourceURL for
c:\355571f7444f803dcd5cbb7c9951\update\update_SP2GDR.inf failed
103.875: CreateUninstall = 1,Directory =
C:\WINDOWS\$NtUninstallKB898461$
103.875: LoadFileQueues: UpdSpGetSourceFileLocation for halaacpi.dll
```

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failed: 0xe0000102  
103.875: LoadFileQueues: QueueMigrationStageFiles failed: 0x00000003  
103.875: InventoryThread: LoadFileQueues failed with error: 0x3  
103.875: Inventory complete: ReturnStatus=3, 0 ticks  
103.875: Num Ticks for invent : 0  
103.937: The system cannot find the path specified.  
115.672: Message displayed to the user: The system cannot find the path specified.  
115.672: User Input: OK  
115.672: KB898461 installation did not complete.  
117.531: Message displayed to the user: KB898461 installation did not complete.  
117.531: User Input: OK  
117.531: Update.exe extended error code = 0x3  
117.531: Update.exe return code was masked to 0x643 for MSI custom action compliance.

Curiously, KB886185 has failed with similar errors since December 2004...

Thanks in advance for any help,  
Malc