

# Re: Windows Update on 9 Jul problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-07/msg00830.html>

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- *From:* "PA Bear [MS MVP]" <[PABearMVP@xxxxxxxxx](mailto:PABearMVP@xxxxxxxxx)>
  - *Date:* Thu, 10 Jul 2008 14:51:17 -0400
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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. When you call, clearly state that your problem is related to a Security Update and cite the update's KB number.

For more information about how to contact your local Microsoft subsidiary for security update support issues, visit the International Support Web site: <http://support.microsoft.com/common/international.aspx>

For enterprise customers, support for security updates is available through your usual support contacts.

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~Robear Dyer (PA Bear)  
MS MVP-Windows (IE, OE, Security, Shell/User)  
AumHa VSOP & Admin; DTS-L.net

Cj00098 wrote:

yes,,, I agree,,, the one update (hotfix) that is a problem,,,,:

Security Update for SQL Server 2005 Service Pack 2 (KB948109)

and after six (6) tries,,, and time lost,, I have stopped trying,,, will second the opinion and agree,,, someone at MS, is responsible for field testing,,,

I guess that team failed,,,, and still another update(hotfix) goes to the hidden cat,,

so,,, the end,,,,, Cj00098

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Re: Windows Update on 9 Jul problem

"Ristar" wrote:

Before I start, I'd like to say that I understand that MSXP is a really, really complicated piece of software, and there are bound to be many, many bugs that need fixes. And really, thank goodness for MSXP.

but this time round, I really am just SICK of patches causing MORE problems for me.

the patches are:

Security Update for SQL Server 2005 Service Pack 2 (KB948109)

Security Update for Windows XP (KB951748)

Update for Windows XP (KB951978)

Windows Malicious Software Removal Tool – July 2008 (KB890830)

jeez, after installing these, i couldnt use the browsers (IE and FireFox) to show up ANY webpages at all; they would eventually give me the site uncontactable (something like that) error. MSN Messenger tells me that i fail to contact the server or something like that.

to make sure that my internet connection is OK, i checked out the my router from this PC, it works; theres a connection to it, and to my ISP. i could use the ping command to ping "google.com", too. it resolved the IP of google and there are ping replies.

a check using TCPView states that connections are established, and the like, but NOTHING shows up!

i just couldnt use the perfectly OK internet connection for anything.

can anyone help, or i should just give this update a miss (thankfully theres this rollback option, and it works)?

i tried contacting MS staff, but all the site's "contact us" thingie just makes me go round and round and ask me to contact SOMEBODY else, when the fault lies with Microsoft, and Microsoft ONLY.

for goodness' sake, why should I contact the vendors when its the updates from microsoft that are causing problems?

I would really like to see a Microsoft tech staff reply to this.

Thanks.

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