

# RE: Windows Update fails on multiple items with Code 800719E4

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-08/msg00618.html>

---

- *From:* Todd Hagen <Todd.Hagen@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Mon, 11 Aug 2008 19:44:11 -0700
- 

I tried everything I saw here and nothing work for me either, but one of the posts mentioned a loss of connectivity. I had been trying to apply the updates while connected via WI-FI. When I switched to a wired ethernet connected and re-installed the updates they completed successfully!

Might work for you too.

Good luck!

Todd

"SLS" wrote:

Hi Brandon, I have exactly the same issue with this two updates with exactly the same error message. I've been communicating with Microsoft regarding this for already two months, we tried a lot of things and nothing helped. The only two things that they recommended and I did not do are this two: uninstallation of SP1 and In-Place upgrade. I don't have time for it yet. If you want you can try it, see instructions below, and see if it hepls. Let us know if something works for you.

Regarding the Log file mentioned by MowGreen, it's interesting that I see this error message in System log using Windows Event Viewer:

The Windows Modules Installer service terminated with the following error:  
Log space is exhausted.

It happens after the reboot after any attempt to install any one of those Updates. If I only knew which log it means.

---

Suggestion 3: Uninstall Windows Vista SP1

1. Click Start and Control Panel.
2. Click Uninstall a program in Control Panel Home mode.

RE: Windows Update fails on multiple items with Code 800719E4

3. Click View installed updates.
4. Highlight Windows Vista SP1 and click Uninstall.

Suggestion 4: In-Place upgrade

Please backup all the important files on the system drive to other drives to avoid data loss. In order to avoid any error message, please refer to the following link to disable some features first.

<http://support.microsoft.com/kb/946078>

Note: Some programs may not work after the upgrading. Please understand it is normal and we can reinstall them to have them function.

Run the Setup program after you start the computer by using the current Operating System.

1. Start the computer by using the current Operating System.
2. Insert the Windows Vista DVD in the computer's DVD drive.
3. Use one of the following procedures, as appropriate:

" If Windows automatically detects the DVD, the Install now screen appears. Click Install now.

" If Windows does not automatically detect the DVD, follow these steps:  
a. Click Start, type Drive:\setup.exe into Start Search box, and then press Enter.

Note Drive is the drive letter of the computer's DVD drive.

b. Click Install now.

4. When you reach the Which type of installation to you want screen, click Upgrade to upgrade the current operating system to Windows Vista.

SLS

"Brandon Staggs" wrote:

Windows Vista SP1.

Windows Update is able to install most updates fine, but there are two items that will not install properly. At first (couple of months ago) there was just one, now there is another. These are:

Security Update for Windows Vista (KB950582)

Installation status: Failed

Error details: Code 800719E4

Cumulative Security Update for Internet Explorer 7 in Windows Vista (KB950759)

Installation status: Failed

Error details: Code 800719E4

RE: Windows Update fails on multiple items with Code 800719E4

Both report "success" then require a reboot. After reboot, WU reports that the important updates failed.

I have tried downloading the .msu files for the specific updates. Both do the same thing -- they install, require a reboot, and then WU reports that the updates are still required.

I was going to just bite the bullet and do a repair upgrade install from my DVD, but I found that since I have SP1 I can not do this (Vista setup says I need to upgrade from an older version) -- even from a slipstreamed DVD. A fresh install is not something I can do right now -- just way too much to reconfigure in that case. So I need to solve this update issue.

Below is the windowsupdate.log from the most recent WU attempt at installing these updates. Any ideas? Googling the error code 800719E4 seems to turn up nothing but people begging for help with the same problem!

TIA,

-Brandon