

Re: Windows Update error 80071AA7 (kb940157)

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-08/msg01297.html>

- *From:* Ole Frederiksen <OleFrederiksen@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 16 Aug 2008 04:30:01 -0700
-

Once again, thank you for your quick reply.

Unfortunately Terminal services is already running (and set to automatically start at Windows startup).

"MowGreen [MVP]" wrote:

Please go over this section of KB940157 to ensure that Terminal Services is running, Ole. It shows you how to Enable T.S.after this part :
<http://support.microsoft.com/kb/940157>

" Note To install Windows Search 4.0 successfully on a computer that is running Windows XP or Windows Server 2003, Terminal Services must be running on the computer. Also, Terminal Services must be running for Windows Search 4.0 to function correctly. By default, Terminal Services is configured to start automatically. However, it may have been disabled manually or by third-party software. If Terminal Services is disabled, the installation of Windows Search 4.0 will fail with error code 643. "

P.S. You can change the language to Danish if it's in English by clicking the 'Change' link at the top right of the page.

MowGreen [MVP 2003-2008]

=====
-343- FDNY
Never Forgotten
=====

Ole Frederiksen wrote:

Thank you for your reply. Unfortunately it did not do it.

Yes, I have installed SP1.

Re: Windows Update error 80071AA7 (kb940157)

And I have also made sure that I only install kb940157 (to make sure that it was not because of dependencies to other files, being hold by other updates).

I then downloaded the danish version of kb940157. For some reason I was not able to select "run as administrator", but on the other hand it did not complain about it had to run as administrator. So I ran it as a "normal" user.

It does say that it needs to restart, but during the restart it says that it is returning to last "restore point" as the update failed.

"MowGreen [MVP]" wrote:

```
80071AA7
ERROR_FILE_IDENTITY_NOT_PERSISTENT
The file cannot be opened transactionally, because its
identity depends
on the outcome of an unresolved transaction.
```

It 'sounds' like another update was involved, perhaps it's download or installation, and the installation of KB940157 was dependent upon that completing first. Service Pack 1 must be applied before KB940157 can be installed. Is it ?

If yes, suggest you see try a manual download of KB940157:

Windows Search 4.0 for Windows Vista (KB940157)
[32bit-x86]

<http://www.microsoft.com/downloads/details.aspx?FamilyID=bc28ed7f-c51b-49cd-b505-99>

Set the Change Language dropdown window to Danish.
Download and *save* the update
When the download completes close all open browsers and programs.
Right click Windows6.0-KB940157-x86.msu and choose 'Run as administrator'. Follow the prompts.

MowGreen [MVP 2003-2008]

```
=====
*_343-* FDNY
Never Forgotten
=====
```

Re: Windows Update error 80071AA7 (kb940157)