

Re: How to reinstall Windows Update v6?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-09/msg00464.html>

- *From:* Froglips <Froglips@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 7 Sep 2008 11:26:01 -0700
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Vista SP1 installed from CD.

Computer Associates Internet Security Suite 2007 (Roadrunner version) installed but disabled for reinstallation of Vista (clean boot as directed by MS Support).

Update for Windows Vista (KB947562) fails to install. Code 8024200D
Windows Update encountered an unknown error.

"PA Bear [MS MVP]" wrote:

Did you install Vista SP1 via Windows Update or manually?

What anti-virus application or security suite is installed? What anti-spyware applications (other than Defender)? What third-party firewall (if any)? Were any of these applications running in the background when you installed Vista SP1?

What update(s) will not install? Post any error messages associated with the failed installs in their entirety.

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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 (e.g., KB123456).

If your problem relates to a Cumulative Security Update for IE, call the above number and ask to be transferred to the Consumer IE7 queue (which is 47830).

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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

Froglips wrote:

Windows Vista Business w/SP1

Windows Update issues (won't install Vista update)

Folder: Windows/Downloaded Programs has several programs listed that need help.

{6414512B-...} status is Damaged. This is part of the Windows Update codebase. How do I reinstall Windows Update?

PlxInstall Class status is Installed. This is for Plaxo, a Outlook synchronization tool. It is not installed and not listed in the Add/Remove programs list. However, I can not reinstall it, I assume because my PC thinks it is already installed. How do you delete things listed in this downloaded programs folder?