

Re: Vista service pack 1 problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-10/msg00323.html>

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxx>
 - *Date:* Sat, 4 Oct 2008 15:22:47 -0400
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No, the free support is available if Vista SP1 was installed manually (by yourself) or via Windows Update.

DaveH wrote:

Sorry – misread it, thought if Vista came preinstalled I could not use uk support, have sent an email request for help now.

...the UK support says as vista pre installed I need to go back to my supplier

If you are attempting to install Vista SP1 via Windows Update, it wasn't preinstalled by the manufacturer and the Vista SP1 Support is free (although calling 0870 60 10 100 may not be free).

Or you can use the Email Support option at <http://support.microsoft.com/oas/default.aspx?ln=en-gb&prid=11274&gpid=500921>

Clearly state the you're attempting to install Vista SP1 via Windows Update. If the tech gives you grief, insist on speaking with his supervisor or a Level 2 tech. Be firm.

DaveH wrote:

PA Bear – I have read the links you sent, the UK support says as vista pre installed I need to go back to my supplier and that was over 1 year ago so now out of warranty so no help, the learn how to install and things to know did not help either as I appear to be doing exactly as they say. I have looked through the windows update log file but a bit above me! I can see no errors at the time it failed although there have been some

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Fatals since
but
I think that is the KB938464 failing again. Had a though – to
revert back
to to pre service pack 1 I had to do it in Safe Mode as it
failed to
restore in Normal mode due I think with a problem with my
antivirus, is it
worth trying to install SP1 in Safe Mode?
Many thanks for your help so far.

[Thanks for the kick in the a****, Harry.
Must've been the first cuppa
fog.]

See the references in my previous reply,
Dave.

If you need additional assistance here, post
any errors you got/get when
the install fails. Errors can be found in the
WindowsUpdate.log.

How to read the WindowsUpdate.log file
<http://support.microsoft.com/kb/902093>

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~PA Bear

DaveH wrote:

I am using windows update
to install this (following the
on screen
instructions).

PA Bear wrote:

Are you
attempting
to install
Vista SP1
manually or
via
Windows
Update?

Windows
Vista
Service
Pack 1 –

Re: Vista service pack 1 problem

Things to
Know
Before You
Download:

<http://technet.microsoft.com/en-us/windowsvista/bb968859.aspx>

Windows
Vista Help:
Learn how
to install
Windows
Vista
Service
Pack 1
(SP1):

<http://windowshelp.microsoft.com/windows/en-us/Help/133c8953-c>

Unlimited
installation
and
compatibility
support for
Vista SP1 is
available
at no charge
through 18
Mar-09

" US:

<http://support.microsoft.com/oas/default.aspx?ln=en-us&prid=11274>

" CA:

<http://support.microsoft.com/oas/default.aspx?ln=en-ca&prid=11274>

" UK:

<http://support.microsoft.com/oas/default.aspx?ln=en-gb&prid=11274>

" AU:

<http://support.microsoft.com/oas/default.aspx?ln=en-au&prid=11274>

" Other:

<http://support.microsoft.com/oas/default.aspx>

| select
Windows
Vista |
select
Windows
Vista
Service
Pack 1

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Re: Vista service pack 1 problem

~Robear
Dyer (PA
Bear)
MS
MVP-IE,
Mail,
Security,
Windows
Desktop
Experience
- since
2002
AumHa
VSOP &
Admin
<http://aumha.net>
DTS-L
<http://dts-l.net/>

DaveH
wrote:

I
have
installed
service
pack
1
twice
on
my
Advent
8117
laptop
with
Vista
home
premium
but
both
times
it
has
completely
screwed
up
making
the
system
unstable
and

Re: Vista service pack 1 problem

giving
me
the
"blue
screen
of
death"
which
has
never
happened
before,
computer
o.k.
after
restoring
back
to
pre
service
pack
1.