

Re: Update fails again!

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2009-05/msg01256.html>

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxx>
 - *Date:* Mon, 25 May 2009 13:24:19 -0400
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Always reply to your original thread:

http://groups.google.com/group/microsoft.public.windowsupdate/browse_frm/thread/b7d99aad77c0a03b/4918b3ebe9a

...after fixing update using ERUNT

Explain, please.

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You may receive an error message when you search for available updates on the Windows Update Web site or on the Microsoft Update Web site:

<http://support.microsoft.com/kb/883821>

When searching for available updates on the Update site, you see the 0x80072EE7 error

<http://update.microsoft.com/windowsupdate/v6/showarticle.aspx?articleid=22&ln=en&IsMu=False>

Unexplained computer behavior may be caused by deceptive software

<http://support.microsoft.com/kb/827315>

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Start a free Windows Update support incident request:

<https://support.microsoft.com/oas/default.aspx?gprid=6527>

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., KB957784).

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.

~Robear Dyer (PA Bear)

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MS MVP–Windows (IE, OE, Security, Shell/User)
AumHa VSOP & Admin; DTS–L.net

AltaEgo wrote:

XP

Office 2003 with 2007 compatibility pack. NOTE full version of Office 2007 NOT installed – just compatibility pack.

This morning, after fixing update using ERUNT, I successfully installed updates:

- Security updates for PowerPoint (KB957784)
- Security Update for the 2007 Microsoft Office System (KB969618)

After patting myself on the back and catching up with a few tasks, I tested update again. The same problem recurred – Error number: 0x80072EE7.

I uninstalled both patches and for good measure, COMODO.

I am now (correctly) offered the above two patches again.

OK its time to do this one–by–one. Tomorrow, I plan to install Powerpoint. Reboot, work for a while. Reboot. Test Microsoft Update. Followed by the office 2007 using the same process. Before I try the office 2007 again, does anyone know of any issues with either of these patches.

BTW: I tried updates with Comodo disabled and suspect it may not be the problem. Time will tell.