

# Software Update Services and Q320920 bug

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For those not aware Software Update Services (SUS) is a company's way of having their own Windows Update for "approved" patches and hotfixes. By running the client component on clients within the network, it can remind them when to install a new patch/hotfix.

It appears that with W2K clients, when it comes to Q320920 (for Windows Media Player), SUS will install this 3 times. Actually, once you install and reboot, everything is fine...but the next time SUS checks its server for updates, it will again prompt you for the same hotfix. Again, after a reboot everything is fine until the 3rd time where it again prompts you to install the hotfix and reboot.

Is anyone else experiencing this anomaly? I've seen this occur on multiple clients at various physical locations and domains. I've also seen this occur after the hotfix was removed from the SUS server and reinstalled (in case the file was bad). This bug does not appear to occur on XP clients though. I've heard through the grapevine that others have also seen this...but I can't confirm it. Is Microsoft aware of this bug or working to address it?

Mike

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