

# Re: Security update 927978 for MSXML 4.0, for MSXML 4.0 SP1, and for M

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*Source:* <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2007-01/msg00035.html>

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- *From:* "PA Bear" <[PABearMVP@xxxxxxxxxx](mailto:PABearMVP@xxxxxxxxxx)>
  - *Date:* Thu, 4 Jan 2007 17:58:51 -0500
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How to troubleshoot Windows Update, Microsoft Update, and Windows Server Update Services installation issues:

<http://support.microsoft.com/?kbid=906602>

1. See the "Need more help? Tell us what problem you are having" section of <http://support.microsoft.com/?scid=ph:en-us:6527>

2. You cannot install some updates or programs  
<http://support.microsoft.com/default.aspx?scid=kb:en-us:822798>

3a. Check Windowsupdate.log (%windir%\Windowsupdate.log) for errors associated with the download/install.

How to read the Windowsupdate.log file:  
<http://support.microsoft.com/?kbid=902093>

3b. Compare errors to those listed here: [http://inetexplorer.mvps.org/archive/windows\\_update\\_codes.htm](http://inetexplorer.mvps.org/archive/windows_update_codes.htm) and/or go to <http://windowsupdate.microsoft.com> > click on Help and Support link in left pane > Solve problems on your own.

4. Windows Update Checklist:  
<http://www3.telus.net/dandemar/updtcl.htm>

5. Windows Update-specific newsgroup: <news://msnews.microsoft.com/microsoft.public.windowsupdate>

Archive of Windows Update newsgroup:  
<http://groups-beta.google.com/group/microsoft.public.windowsupdate>

~Robear Dyer (PA Bear)  
MS MVP-Windows (IE, OE, Security, Shell/User)

"Bob" <[Bob@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Bob@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
<news:EC648C40-0FB1-4864-A783-A22A5115CBB3@xxxxxxxxxxxxxxxxxxxxx>

I just purchased a new notebook PC and in setting it up have installed  
MicroSoft updates. But I keep having to install one update over and over:  
Security update 927978 for MSXML 4.0, for MSXML 4.0 SP1, and for MSXML 4.0  
SP2.

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Does anyone know why? Every time I think I've installed all available updates this same one want to be installed.

Following is info about possibly fixing this situation? Do I have to go through all these hoops? Thanks, Bob

<snip>

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