

Re: 811493 and Q817287

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-04/2919.html

From: Ed Rybak (*Edwad.Rybak_at_t-online.de*)

Date: 04/25/03

From: "Ed Rybak" <Edwad.Rybak@t-online.de>

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1. I did the Catroot 2 renaming bit you recommended.
 2. Then I went to the WU Temp folder where I found the downloaded file com.microsoft.817287_XP-SP2. There was also the 811483 file which I did not touch.
 3. I tried to unzip the Q817287 Self Extracting Cabinet to install the Hotfix.
 4. Got the following error message: Q817287 Setup Error. Set up could not verify the integrity of the file update inf. Make sure the Cryptographic service is running on this computer.
 5. I tried to find the "windows update.log" file to look for specific error code as you recommended but I could not find a log file in the windows folder.
 6. What should I do next short of junking the PC and Windows and get a Mac? Perhaps run a restore to a couple of weeks ago when everything was working fine?
- Ed

>-----Original Message-----

>Edward Rybak wrote:

>

>> I installed Critical Update Q817287 and Security Update

>> 811493. Upon rebooting, I lost my entire current

Outlook

>> Express mail files. OE reverted to a state several month

>> ago when I had a different ISP. I restored the system

>> and got my OE files back, but my Norton AV will not scan.

>> When I go to the Windows update page and scan for

>> available updates, 811493 and Q812787 show as available

>> but will not load and install. I also noted that other

>> downloads take twice as much time as they did before.

>> What gives here? How can products like this be sent out?

>
>Hi
>
>*First, I would not recommend installing 811493, or
install it, and if you
>notice a system slowdown, remove it from Add/Remove
Programs in the Control
>Panel instead of doing a system restore. If you get a
warning that other
>installs may stop working if you remove it, just ignore
it.*
>
>
>*For get Windows Update to work again, renaming or
deleting the Catroot2 folder
>may solve the problem.*
>
>*Go to <http://support.microsoft.com/?scid=kb:en-us:326815>*
>
>*Follow the steps 6 to 8 in the Resolution section of
above link (do a reboot
>first so the computer is "fresh" before you do the
steps).*
>
>*Then try to install the update again.*
>
>*Disregard that the link above is for SP1, the Catroot2
problem is relevant for
>other updates as well. The Catroot2 problem can be
avoided by installing
>Q817287 (the one you have problems installing ; -)*
>
>*Windows Update 643 Error and the Catalog Database
><http://support.microsoft.com/default.aspx?scid=kb:en-us:817287>*
>
>
>*If renaming or deleting the Catroot2 folder doesn't
help, try this:*
>
>*Check your "windows update.log" file for specific error
code (the log file
>is in your windows folder) and take look at this Web
page:*
>
>*Windows Update Troubleshooter
><http://v4.windowsupdate.microsoft.com/troubleshoot/>*
>
>
>--
>torgeir

microsoft.public.windowsxp.security_admin: Re: 811493 and Q817287

> *Microsoft MVP Scripting and WMI, Porsgrunn Norway*
> *Administration scripting examples and an ONLINE version*
of the 1328 page

> *Scripting Guide:*

<http://www.microsoft.com/technet/scriptcenter>

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