

Critical update fails to install

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Everyday I am requested by Automatic Update to download and install the same critical updates: KB828035, KB823182, and KB824141. I dutifully attempt to install them – auto update chugs away and then finishes – with no indication of failure. When I try to install these updates manually with Windows Updates I get the following error message:

The following items failed to install. To try installing them again, click Review and install updates, and then click Install Now again.

There is no explanation as to why the install failed. There is no indication via the Add/Remove program list or the registry that these updates have installed. However I do notice that the install programs are left in the WUTemp folder. When I run these install programs manually, it appears that they install properly but don't get recorded anywhere as being installed.

It looks like several other people have had similar problems, but nobody has come up with a satisfactory explanation of why this is happening. There is nothing in the Microsoft Knowledge Base that would explain why this is occurring. How can we get Microsoft to look into this issue? Also is there a definitive list of updates that have been installed on my computer somewhere?