

## Error Code 40 while extracting an update

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### PROBLEM

Error appears when you try to extract a service pack or fix pack after it has already been extracted once.

The first time you extract one, it extracts properly and starts the deployment process. However every subsequent time you extract the same update it displays 'Error Code 40'.

### CAUSE

The xceed self-extracting zip component used for service packs and fix packs doesn't handle overwriting files properly.

If you still have the extracted files on the hard drive, then re-extract the files to the same location, an 'Error Code 40' is displayed at the end of the extraction process and the deployment doesn't commence.

### RESOLUTION

There are two ways of resolving this issue:

1. Navigate to the previously extracted location (**C:\CIS\_60\** by default, with a folder for each Fix pack or Service pack), and execute either **FP.exe** for a fix pack, or **SP.exe** for a service pack.
2. Delete the previously extracted files and folders (**C:\CIS\_60\** by default) then re-execute the self-extracting Update file.

### APPLIES TO

6.0

**Keywords:** error code 40 extracting installing update fixpack servicepack pack service fix

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