

## Re: Automatic and web based Windows Update Installs all fail...

**Source:**

[http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.windows\\_update/2004-07/0380.html](http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.windows_update/2004-07/0380.html)

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**From:** Don Holmes ([don\\_holmes\\_at\\_minervaengineering.com](mailto:don_holmes_at_minervaengineering.com))

**Date:** 07/29/04

Date: Thu, 29 Jul 2004 09:39:29 -0700

Thanks for the reply Chuck.

I had seen this article and had completed the resolution recommendation through step 15 however step 16 didn't work because for whatever reason the Cryptographic Services (cryptsvc) isn't installed on the system (that I can determine). From what I've read, apparently it doesn't show up in Win2k using the administrators services application so I'm not sure it is "there". However since I can't stop/start it from the command line either I'll assume it isn't there (as a service anyway).

So, I'm left to conclude that it simply doesn't exist on the system. Neither does the catroot2 folder that this step suggests I rename. I've been searching for any info on why the cryptsvc may or may not exist but have had no luck yet. The odd thing is that I was able to unregister and reregister the DLL files that are apparently associated with the Cryptographic Services as suggested in Method 4 at:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US:822798>

Any thoughts on whether the "missing" cryptsvc and/or catroot2 folder are the problem and how that can be fixed?

Thx, D

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"Chuck" <[yadayada@blah.blah](mailto:yadayada@blah.blah)> wrote in message <news:RNYdnQzN-IV9oZXcRVn-ug@comcast.com>...  
You seem rather knowledgeable, see if this helps:

"Administrators only" error message when you attempt to use the Windows Update site  
<http://support.microsoft.com/default.aspx?scid=kb;en-us;316524&Product=wupd>

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Chuck

"Don Holmes" <[don\\_holmes@minervaengineering.com](mailto:don_holmes@minervaengineering.com)> wrote in message <news:%23rrzXW0dEHA.2908@TK2>  
{Subject renamed to be more accurate}

I have a Gateway 600YGR running Win2K Pro Version 5.0 (build 2195: Service Pack 4).

For roughly the last two or three months (it appears) the automatic (and manual, web based) W  
To the best of my knowledge and research there were no security policies/authorities changed  
Back up files and directories

Manage auditing and security log

Modify firmware environment values

Restore files and directories

Take ownership of files or other objects

It doesn't matter if I login as the Network Administrator, Local Administrator, or Domain Adm

I've completely removed the WUTemp directory and have forced recreation of the WindowsUpdate\

## microsoft.public.win2000.windows\_update: Re: Automatic and web based Windows Update Installs all fail...

I've search high and low for anything on Microsoft's site and the web in general for ANYTHING. When I attempt to run the "repair Windows 2000" feature using the original CD, (by clicking on it) I sure could use a fresh perspective on this one as it has stumped me completely... I'll include below is an excerpt of the WindowsUpdate.log file for this last attempt via website:

```
2004-07-28 09:22:57 16:22:57 Success IUCTL Starting
2004-07-28 09:22:57 16:22:57 Success IUCTL Downloaded iudent.cab from http://w
2004-07-28 09:22:57 16:22:57 Success IUCTL Current iuengine.dll version: 5.4.37
2004-07-28 09:22:57 16:22:57 Success IUCTL Current iuctl.dll version: 5.4.3790.
2004-07-28 09:22:57 16:22:57 Success IUENGINE Starting
2004-07-28 09:22:57 16:22:57 Success IUENGINE Determining machine configuration
2004-07-28 09:22:57 16:22:57 Success IUENGINE Determining machine configuration
2004-07-28 09:23:00 16:23:00 Success IUENGINE Querying software update catalog fro
2004-07-28 09:23:01 16:23:01 Success IUENGINE Querying software update catalog fro
2004-07-28 09:23:02 16:23:02 Success IUENGINE Querying software update catalog fro
2004-07-28 09:23:07 16:23:07 Success IUENGINE Querying software update catalog fro
2004-07-28 09:23:08 16:23:08 Success IUENGINE Determining machine configuration
2004-07-28 09:23:09 16:23:09 Success IUENGINE Querying software update catalog fro
2004-07-28 09:23:51 16:23:51 Success IUENGINE Querying software update catalog fro
2004-07-28 09:23:52 16:23:52 Success IUENGINE Asynchronous Download started
2004-07-28 09:23:52 16:23:52 Success IUENGINE Download destination root folder is:
2004-07-28 09:23:59 16:23:59 Success IUENGINE Downloaded file http://download.wind
2004-07-28 09:23:59 16:23:59 Success IUENGINE Local path C:\WUTemp\com_microsoft.8
2004-07-28 09:23:59 16:23:59 Success IUENGINE Downloaded file http://download.wind
...
2004-07-28 09:24:00 16:24:00 Success IUENGINE Local path C:\WUTemp\com_microsoft.8
2004-07-28 09:24:01 16:24:01 Success IUENGINE See iuhist.xml for details: Download
2004-07-28 09:24:01 16:24:01 Success IUENGINE Asynchronous Install started
2004-07-28 09:24:01 16:24:01 Success IUENGINE Asynchronous Install completed start
2004-07-28 09:24:01 16:24:01 Success IUENGINE Installing SOFTWARE item from publis
2004-07-28 09:24:01 16:24:01 Success IUENGINE Installer Command Type: EXE
...
```

2004-07-28 09:24:21 16:24:21 Error IUENGINE See iuhist.xml for details: Install

Below is an excerpt of the iuhist.xml file for this last attempt via website:

```
<?xml version="1.0" ?>
- <items xmlns="x-schema:http://schemas.windowsupdate.com/iu/resultschema.xml">
- <itemStatus xmlns="" timestamp="2004-07-28T09:24:21">
- <identity itemID="win2k.windows2000.ver_platform_win32_nt.5.0.x86.en...2195.4.0.com_microsoft
  <publisherName>com_microsoft</publisherName>
  <language>en</language>
</identity>
- <description hidden="0">
- <descriptionText>
  <title>Security Update for Windows 2000 (KB839645)</title>
  <eula href="/msdownload/update/v3/static/eula/en/eula.htm" />
  <details href="http://go.microsoft.com/fwlink/?LinkId=30585" />
</descriptionText>
</description>
- <platform name="ver_platform_win32_nt">
  <processorArchitecture>x86</processorArchitecture>
  <version major="5" minor="0" build="2195" servicePackMajor="4" servicePackMinor="0" />
</platform>
  <downloadStatus value="COMPLETE" />
  <downloadPath>C:\WUTemp\com_microsoft.839645_W2K_SP5_WinSE_96133_Express</downloadPath>
  <client>IU_Site</client>
  <installStatus value="FAILED" needsReboot="0" errorCode="-2146963452" />
</itemStatus>
- <itemStatus xmlns="" timestamp="2004-07-28T09:24:19">
- <identity itemID="win2k.windows2000.ver_platform_win32_nt.5.0.x86.en...2195.4.0.com_microsoft
  <publisherName>com_microsoft</publisherName>
  <language>en</language>
</identity>
- <description hidden="0">
```

```
- <descriptionText>
  <title>Security Update for DirectX 9.0 (KB839643)</title>
  <eula href="/msdownload/update/v3/static/eula/en/eula.htm" />
  <details href="http://go.microsoft.com/fwlink/?LinkId=27992" />
</descriptionText>
</description>
- <platform name="ver_platform_win32_nt">
  <processorArchitecture>x86</processorArchitecture>
  <version major="5" minor="0" build="2195" servicePackMajor="4" servicePackMinor="0" />
</platform>
  <downloadStatus value="COMPLETE" />
  <downloadPath>C:\WUTemp\com_microsoft.DirectX_839643_W2K_9_0</downloadPath>
  <client>IU_Site</client>
  <installStatus value="FAILED" needsReboot="0" errorCode="-2146963452" />
  Below is an excerpt of the KB839645.log file for this last attempt via website:
0.170: =====
0.170: 2004/07/28 09:24:21.116 (local)
0.170: c:\2a9f1fb20ffb27eb1352e2\update\update.exe (version 5.4.15.0)
0.170: Failed To Enable SE_RESTORE_PRIVILEGE
0.170: Setup encountered an error: You do not have permission to update Windows 2000.
Please contact your system administrator.
0.170: You do not have permission to update Windows 2000.
Please contact your system administrator.
0.170: Update.exe extended error code = 0xf004
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```