

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

Source:

http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.windows_update/2004-07/0381.html

From: Don Holmes (don_holmes_at_minervaengineering.com)

Date: 07/29/04

Date: Thu, 29 Jul 2004 10:04:10 -0700

Thanks for the reply Alan - I'd run across the "SE_RESTORE_PRIVILEGE" snippets as well. Unfortunately with my "just enough to be dangerous" understanding of this domain there isn't much in these to be helpful... I can't help but think that the fact that a catroot2 folder doesn't exist and that since I can't "get to" the cryptsvc has something to do with the problem. Possibly a corrupted registry entry perhaps? Still searching...

Thx, Don

--

"Alan Illeman" <illemann@surfbest.net> wrote in message news:10gglq7cjog4tce@news.supernews.com
"Chuck" <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>

--

Chuck

"Don Holmes" <don_holmes@minervaengineering.com> wrote in message
news:%23rrzXW0dEHA.2908@TK2MSFTNGP10.phx.gbl...
{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) Windows Updates have been failing. I did notice one or two that worked over the last few months but I believe they were drivers only. When I run the web update from v4.windowsupdate.microsoft.com the downloads work however the installations fail. The message on the resulting "failed to install" webpage is "No Updates Were Installed" and there are no error codes whatsoever. When I try to do the updates manually or one by one they all return the error message that "You do not have permission to update Windows 2000. Please contact your system administrator." I am the system administrator and have even made myself a domain administrator to try to fix this problem...

To the best of my knowledge and research there were no security policies/authorities changed since this last worked. Using `secpol.msc` (Local Policies-> User Rights Assignment) I verified that Administrators (and even my own user account and local machine Administrator) had the authority to:

- Back up files and directories
- Manage auditing and security log
- Modify firmware environment values

microsoft.public.win2000.windows_update: Re: Automatic and web based Windows Update Installs all fail...

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 Administrator - same behavior...

I've completely removed the WUTemp directory and have forced recreation of the WindowsUpdate\V4 directory as well. I do not have a firewall running on the machine and the network firewall protects dozens of other machines on which Windows Update works fine... Downloads of the update files are received fine and security permissions on them are as expected (meaning I have full control of them). I've turned off all real-time file protection in Symantec AV just in case there was something strange there but still no change...

I've search high and low for anything on Microsoft's site and the web in general for ANYTHING on the message that "You do not have permission to update Windows 2000" and while I have found a few for XP, I've found nothing for Win2K. Just in case, I verified all of the dll registrations, MS root certificate, etc as suggested there to no avail.

When I attempt to run the "repair Windows 2000" feature using the original CD, (by clicking on the Install Windows 2000 link), I receive the infamous message "You must be an administrator to run this application". Again, I'm about as much of an Administrator (authority-wise) as one can be... Note that when using the "Install Add-On Components" link from the Win2K Pro CD - I can install/remove components using the Windows Components Wizard apparently without any issues... (at least none that Windows complains about where I can see it...)

I sure could use a fresh perspective on this one as it has stumped me completely... I'll include excerpts from the WindowsUpdate.log file as well as the iuhist.xml file below... At the bottom I include an excerpt from the KB839645.log file (one that is failing and representative of all that are failing) and it has references in it to Update.exe issuing an error code of 0xf004 and indicates something about failing to enable SE_SECURITY_PRIVILEGE but for the life of me I can't tell why... Thoughts ...

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
iuhist.xml from http://windowsupdate.microsoft.com/v4/ to C:\Program
Files\WindowsUpdate\V4
2004-07-28 09:22:57 16:22:57 Success IUCTL Current
iuengine.dll version: 5.4.3790.14
2004-07-28 09:22:57 16:22:57 Success IUCTL Current iuctl.dll
version: 5.4.3790.14
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 from https://v4.windowsupdate.microsoft.com/getmanifest.asp
2004-07-28 09:23:01 16:23:01 Success IUENGINE Querying software
update catalog from https://v4.windowsupdate.microsoft.com/getmanifest.asp
2004-07-28 09:23:02 16:23:02 Success IUENGINE Querying software
update catalog from https://v4.windowsupdate.microsoft.com/getmanifest.asp
2004-07-28 09:23:07 16:23:07 Success IUENGINE Querying software
update catalog from https://v4.windowsupdate.microsoft.com/getmanifest.asp
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 from
https://v4.windowsupdate.microsoft.com/consumerdrivers/getmanifest.asp
2004-07-28 09:23:51 16:23:51 Success IUENGINE Querying software
update catalog from https://v4.windowsupdate.microsoft.com/getmanifest.asp
```

microsoft.public.win2000.windows_update: Re: Automatic and web based Windows Update Installs all fail...

```
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: C:\WUTemp
2004-07-28 09:23:59 16:23:59 Success IUENGINE Downloaded file
http://download.windowsupdate.com/msdownload/update/v3-19990518/cabpool/Windows2000-KB840315-x86-ENU-express\_67a0bec57f33208902e15d3ae1968f9.exe
2004-07-28 09:23:59 16:23:59 Success IUENGINE Local path
C:\WUTemp\com_microsoft.840315_W2K_SP5_WinSE_95927_Express\Windows2000-KB840315-x86-ENU-express.exe
2004-07-28 09:23:59 16:23:59 Success IUENGINE Downloaded file
http://download.windowsupdate.com/msdownload/update/v3-19990518/cabpool/Windows2000-KB842526-x86-ENU-express\_2f310dd9e91121cb09b4de620d7ae33.EXE
...
2004-07-28 09:24:00 16:24:00 Success IUENGINE Local path
C:\WUTemp\com_microsoft.839645_W2K_SP5_WinSE_96133_Express\Windows2000-KB839645-x86-ENU-express.exe
2004-07-28 09:24:01 16:24:01 Success IUENGINE See iuhist.xml
for details: Download finished
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 startup
2004-07-28 09:24:01 16:24:01 Success IUENGINE Installing
SOFTWARE item from publisher com_microsoft
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 finished (Error 0x8007F004)
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.839645_w2k_sp5_winse_96133_express."
name="839645_W2K_SP5_WinSE_96133_Express">
<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">
```

microsoft.public.win2000.windows_update: Re: Automatic and web based Windows Update Installs all fail...

```
- <identity
itemID="win2k.windows2000.ver_platform_win32_nt.5.0.x86.en...2195.4.0.com_mi
crosoft.directx_839643_w2k_9_0." name="DirectX_839643_W2K_9_0">
  <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</downloadPa
th>
  <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
--
```

Not much on Google for SE_RESTORE_PRIVILEGE

http://www.osronline.com/lists_archive/ntfsd/thread2032.html

Molly Brown of Microsoft

<http://python.active-venture.com/lib/module--winreg.html>

A call to LoadKey() fails if the calling process does not have the SE_RESTORE_PRIVILEGE privilege. Note that privileges are different than permissions - see the Win32 documentation for more details.

http://www.talkaboutsoftware.com/group/microsoft.public.windowsxp.security_admin/search.html?q=SE_RESTORE_PRIVILEGE&Submit.x=14&Submit.y=13