

## Re: Windows Update problem regarding wuauclt.exe and WindowsUpdate

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-02/6057.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-02/6057.html)

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**From:** Mark L. Ferguson (*marfer\_mvpREMOVE\_at\_hotmail.com*)

**Date:** 02/12/05

Date: Sat, 12 Feb 2005 13:18:47 -0600

Try turning off autoupdate. To repair all system files, go to Start/Run, and type (or paste in): SFC /SCANNOW

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Mark L. Ferguson (NOT an MS-MVP)

FAQ for MS AntiSpy (browser version) [http://www.geocities.com/marfer\\_mvp/FAQ\\_MSantispy.htm](http://www.geocities.com/marfer_mvp/FAQ_MSantispy.htm)

marfers notes for windows xp [http://www.geocities.com/marfer\\_mvp/chatNotes.htm](http://www.geocities.com/marfer_mvp/chatNotes.htm)

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"OBH" <OBH@discussions.microsoft.com> wrote in message news:BDAD3AE7-412D-4F7A-95C0-C4C1C67FAEFC@

> Thanks Mark, I tried that. The drive is not the problem though. The file is  
> there but when I try to read it with notepad, I get an error message that it  
> is being used by another application. I get a very similar message when I try  
> to read it with Filealyzer but it still manages to get a hex dump and from  
> that, I can see that the file is being updated. When I was writing this  
> yesterday, the last entry in the log was:

> Time stamp: Friday, February 11, 2005 8:24:04 AM

>

> That time corresponded to the last time the Automatic Updater gave me an  
> error message. If the file is being used by another application, like the  
> error message is telling me, is there a way to see what application is using  
> it? If not, I may just turn off the reporting feature and do the updates  
> manually. I'm an Opera user so I open IE for a few minutes almost every day  
> to empty my Hotmail junk mail folder so I can check for updates at the same  
> time.

>

>

> "Mark L. Ferguson" wrote:

>

>> Storage medium errors cause an unexpected program crash in Windows XP:

>> <http://support.microsoft.com/default.aspx?scid=kb;en-us;884070>

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>> Mark L. Ferguson (NOT an MS-MVP)

>> FAQ for MS AntiSpy (browser version) [http://www.geocities.com/marfer\\_mvp/FAQ\\_MSantispy.htm](http://www.geocities.com/marfer_mvp/FAQ_MSantispy.htm)

>> marfers notes for windows xp [http://www.geocities.com/marfer\\_mvp/chatNotes.htm](http://www.geocities.com/marfer_mvp/chatNotes.htm)

>> ..

>> "OBH" <OBH@discussions.microsoft.com> wrote in message news:1CCE29FD-782A-4E75-930D-CC86F7448E

>> > I'm getting an error message saying that Windows Updater has to shut down and

>> > wanting to know if I want to tell MS about the problem. I sent it a few times

>> > but stopped letting it. I used EVENTVWR to get more info and here are the

>> > results:

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>> > Category:(100)
>> > Event ID: 1000
>> > Faulting application wuauclt.exe, version 5.4.3790.2182, faulting module
>> > wuauclt.exe, version 5.4.3790.2182, fault address 0x0000c0b5.
>> >
>> > Then the next event is:
>> > Category: (100)
>> > Event ID: 1005
>> > Windows cannot access the file C:\WINDOWS\WindowsUpdate.log for one of the
>> > following reasons: there is a problem with the network connection, the disk
>> > that the file is stored on, or the storage drivers installed on this
>> > computer; or the disk is missing. Windows closed the program
>> > WindowsUpdate.log because of this error.
>> >
>> > Program: WindowsUpdate.log
>> > File: C:\WINDOWS\WindowsUpdate.log
>> >
>> > The error value is listed in the Additional Data section.
>> > User Action
>> > 1. Open the file again. This situation might be a temporary problem that
>> > corrects itself when the program runs again.
>> > 2. If the file still cannot be accessed and
>> > - It is on the network, your network administrator should verify that
>> > there is not a problem with the network and that the server can be contacted.
>> > - It is on a removable disk, for example, a floppy disk or CD-ROM, verify
>> > that the disk is fully inserted into the computer.
>> > 3. Check and repair the file system by running CHKDSK. To run CHKDSK, click
>> > Start, click Run, type CMD, and then click OK. At the command prompt, type
>> > CHKDSK /F, and then press ENTER.
>> > 4. If the problem persists, restore the file from a backup copy.
>> > 5. Determine whether other files on the same disk can be opened. If not, the
>> > disk might be damaged. If it is a hard disk, contact your administrator or
>> > computer hardware vendor for further assistance.
>> > Additional Data
>> > Error value: C000009C
>> > Disk type: 3
>> >
>> > I tried to access c:\WINDOWS\WindowsUpdate.log with notepad and got a message
>> > that the file was being used by another application.
>> >
>> > I then tried using an application called Filealyzer and got a similar
>> > message. Clicking the Hex dump option, I can see entries made today so I
>> > don't think the problem is the drive. Filealyzer won't let me copy and paste
>> > the hex dump but it does produce the following report:
>> >
>> > *****
>> > FileAlyzer © 2003 Patrick M. Kolla. All Rights Reserved.
>> > *****
>> >
>> > File: C:\WINDOWS\WindowsUpdate.log
>> > Date: 2/11/2005 11:14:17 AM
>> >
>> >
>> > ***** General *****
>> > Location: C:\WINDOWS\
>> > Size: 708267
>> > Version:
>> > CRC-32: ?
>> > MD5: ?
>> > Read only: No
>> > Hidden: No
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