

RE: Cannot turn on automatic updates nor use windows update

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-12/msg04068.htm

- *From:* nass <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 28 Dec 2006 13:53:00 -0800
-

Hi Chris,

Sorry for the my mistake it is SFC /SCANNOW, it is good that checking the registry show you don't have the Notify Key, I will get back to you on how to sort this out but try the scan and see if that will correct things.

Are you sure your computer is clean from malwares and Viruses?.

Run Disk Clean up and delete the Teporary folders created, on how to do that follow this:

Open the Windows Explorer and locate this path:

[–] C:\Windows

[–] Tem

[–] Temporary Internet files

[&] HFJI&kjj <--- Delete this by Shift + Delete

[&] CXDET654 <--- Delete this by Shift+Del

[&]XVshekl98 <--- Delete this by // //

[&] PLDEEUUG <--- Delete this by Shift + Del

HTH.

Let us know.

Regards,

nass

"egaoga" wrote:

Hi Nass,

I tried everything you suggested, but unfortunately for me, nothing works. Specifically, I couldn't register the "Wuaueng.dll". Also, I couldn't start the wuauerv services as I mentioned before that it seems like it hanged while trying to start. I tried installing Microsoft Update and tried to install the ActiveX control that pops-up, but after installing it (or maybe it didn't?) it brought me back to the same webpage saying something like "Install the ActiveX control required to view the website. The website will not display correctly on your computer without this control. To install it:....."

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I am using Norton Internet Security and I don't think that's causing it. I also looked into HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon, but could not find the Notify Entry. This is a problem, so how do you recommend to fix it? I also typed scf /scannow, but it gives me an error message saying that "Windows cannot find 'scf'....". Is this the right command? Or am I missing more things?

Please advise. Thanks.

Christopher

"nass" wrote:

Hi Chris,

= First What Protection Softwares you have installed on your computer, some software will interfere and block the download and what Kind of connection you

have,connecting to a Proxy and behind Firewall.

For End User DirectX;

<http://www.microsoft.com/downloads/details.aspx?familyid=2DA43D38-DB71-4C1B-BC6A-9B66>

You may receive an error message when you search for available updates on the Windows Update Web site or on the Microsoft Update Web site

<http://support.microsoft.com/kb/883821>

Windows Update Link:

<http://update.microsoft.com/microsoftupdate/v6/muoptdefault.aspx?returnurl=http://update.microsoft.com>

= Zone Alarm Firewall, Norton Antivirus, Norton Internet Security, Norton Personal Firewall, Sygate Personal Firewall, Ad-aware, PC-Cillin, Proxomitron

pop-up blocker, Ad Muncher or a web accelerator, e.g. "Slipstream".

= Also Have a look on these Key and see the Entries there by Clicking Start

Run >> type in the Text box: regedit.exe

click [OK] and locate these

Keys:

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\wuauserv

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Enum\Root\LEGACY_WUAUSER

= Open the Windows Explorer and locate the AutoUpdate File and Install it, it may corrupted/damaged.

C:\Windows\INF or you can Open a run Command and type in: Inf and Click [OK] all the *.Inf* Files will open locate this au.inf Right click on it and select Install, you may asked for a path or CD, select this:

C:\Windows\ServicePackFiles\i386

Or If this folder is not available, please choose the folder C:\Windows\Inf or C:\Windows\System32.

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= Click Start >> Run >> type in the Text box: regedit.exe click [OK] and locate this Key [-]

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon.

Verify that the Notify Entry does exist. If it does not, then you have a problem.

Is your Time and Date set Right on your Desktop?.

If the above didn't help try to Run this command and it will repair the missing files/folders:

Run >> Type in : scf /scannow click [OK] and let run and get your XP CD handy it may prompt you to insert it in.

HTH.

Regards,

nass

"egaoga" wrote:

Hi Nass,

I tried ALL of the following suggested methods, but none works. Below are my observations and encountered problems.

"nass" wrote:

"egaoga" wrote:

Hi,

I just reformatted my hard drive and reinstalled Windows XP Pro with SP2.

At

first, I could use automatic updates and/or windows update, but after installing a bunch of updates, it suddenly wouldn't turn on anymore.

When I

tried to double-click on automatic updates under control panel, it wouldn't

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open. Under system properties, the automatic updates tab doesn't show up either. So I tried windows update online instead, but it doesn't load and gives me a 0x8ddd0004 error. I searched for the solution to that error, and tried numerous things but nothing works. I'm not sure if it has to do with ActiveX, because it doesn't even pop-up to let me download the ActiveX controls. I also ran the most updated Norton Anti-Virus and Ad-Aware to remove all potential viruses, malware and spyware that might cause this, but again, nothing seems to work.

Would someone please help me out. I'm getting really desperate here.

Thanks!

Hi,

<http://update.microsoft.com/microsoftupdate/v6/showarticle.aspx?articleid=36&ln=en>

As mentioned before, the ActiveX control doesn't even pop-up for me to accept it. When I tried to manage my add-ons, WUWebControl Class is not found in any of the lists. And of course, I am logged in as the administrator.

<http://support.microsoft.com/kb/914227>

My user account already has full permissions allowed as I am logged in as the administrator. I have verified that in regedit. Hence this support

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doesn't really apply nor help much.

<http://support.microsoft.com/kb/914224>

This one is interesting. When I tried to register the dlls, all were successful except for two – wuaueng.dll and wuweb.dll. They are obviously found together with the rest of the dlls in C:\WINDOWS\system32, but the error message I encountered when I tried to register them is "Wuaueng.dll (or Wuweb.dll) is not an executable file and no registration helper is registered for this file type". I'm not sure what that means, but is that a problem?

Another problem I faced was when I tried to turn off the Automatic Updates under services.msc. I could not turn it off, because it was still starting! I could turn off BITS, rename the Software Distribution folder and turn BITS back on, but I couldn't do anything to AU because it probably hanged at the starting phase.

<http://support.microsoft.com/kb/909889>

Did exactly as it says but nope, this one doesn't work for me either.

HTH.
Let us know.
nass

Please help Nass, this is getting really frustrating. I'd hate to reformat and reinstall Windows XP all over again.

Thanks,

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Christopher