

## Re: Error 0x80072EFD

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-07/msg0162>

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- *From:* "Jan II" <[abuse@xxxxxxxxxxxxxx](mailto:abuse@xxxxxxxxxxxxxx)>
  - *Date:* Sun, 17 Jul 2005 17:58:20 -0400
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Hi Liz :-)

I can't access any website through Internet Explorer - including Microsoft updates. Help!

As you cannot access the Internet, I am posting the information here from this website:

You receive an "Error 0x80072EE2" or an "Error 0x80072EFD" error message if you try to use the Microsoft Windows Update Web site  
<http://www.updatexp.com/0x80072efd.html>

To resolve this issue, use Method 1 or use Method 2.

Method 1: Home users or users who are not behind a proxy server

Step 1: Verify Internet connectivity

Make sure that you can successfully access other Web sites. If you can successfully access other Web sites, your Internet connection is working correctly.

Step 2: Verify your personal firewall program settings

If you have a personal firewall program installed, you might have to reconfigure or update the personal firewall program. The Windows Update client runs in an instance of Svchost.exe. This Svchost.exe instance requires access to the Internet. For more information about how to reconfigure or update your firewall program, see the documentation that was included with the program, view the Help files for your program, or contact the program vendor. For information about how to contact the program vendor, click the appropriate article number in the following list to view the article in the Microsoft Knowledge Base:

65416 (<http://support.microsoft.com/kb/65416/>) Hardware and software vendor contact information, A-K

60781 (<http://support.microsoft.com/kb/60781/>) Hardware and software

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vendor contact information, L-P

60782 (<http://support.microsoft.com/kb/60782/>) Hardware and software vendor contact information, Q-Z

Step 3: Add Windows Update Web sites to the Trusted Sites list

Add the Windows Update Web sites to the Trusted Sites list in Internet Explorer. To do this, follow these steps:1. Start Microsoft Internet Explorer.

2. On the Tools menu, click Internet Options.

3. Click the Security tab, and then click Trusted Sites.

4. Click Sites, and then click to clear the Require server verification (https:) for all sites in this zone check box.

5. In the Add this Web site to the zone box, type the following addresses, clicking Add after you type each address:

<http://update.microsoft.com>

<http://download.windowsupdate.microsoft.com>

6. Click OK two times.

Step 4: Remove Windows Update entries from the hosts file

Some programs may modify the hosts file to control DNS name resolution.

Sometimes, an entry for the Windows Update Web site may exist in the hosts file. To remove Windows Update entries from the hosts file, follow these steps: 1. Click Start, click Run, type notepad

%windir%\system32\drivers\etc\hosts, and then click OK.

2. Remove any lines that contain entries for Windows Update. For example, remove the following entry if the entry exists:

<http://update.microsoft.com>

3. On the File menu, click Save.

4. Quit Notepad.

5. Restart the computer.

Note If you do not want to restart the computer, flush the DNS resolver cache. To do this, follow these steps:a. Click Start, click Run, type cmd, and then click OK.

b. At the command prompt, type ipconfig /flushdns, and then press ENTER.

Step 5: Remove the proxy server entry from the WinHTTP proxy configuration

If you are not located in a corporate network, or if you do not use a proxy server to connect to the Internet, clear the WinHTTP proxy configuration. To do this, follow these steps:1. Click Start, click Run,

type cmd, and then click OK.

2. At the command prompt, type proxycfg -d, and then press ENTER.

Method 2: Corporate users or users who are behind a proxy server

If you use a proxy server to connect to the Internet, see the following Microsoft Knowledge Base (KB) article for information about how the Windows Update client detects and uses proxy servers:

900935 (<http://support.microsoft.com/kb/900935/>)

How the Windows Update client determines which proxy server to use to connect to the Windows Update Web site

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MORE INFORMATION

The third-party products that this article discusses are manufactured by companies that are independent of Microsoft. Microsoft makes no warranty, implied or otherwise, regarding the performance or reliability of these products.

Hope this helps.

Jan :)  
MS MVP - IE/OE  
Smiles are meant to be shared,  
that's why they're so contagious.

Replies are posted only to the newsgroup for the benefit of other readers.  
How to make a good newsgroup post:  
<http://www.dts-l.org/goodpost.htm>