

Re: Can't download critical patches from Win Update

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-05/2827.html>

From: Roddy Matheson (*roddy.matheson_at_greenbeltgroup.co.uk*)

Date: 05/10/04

Date: Mon, 10 May 2004 14:35:55 +0100

Alan,

The Windows Update Error page is the same on both the XP clients and on the server. It just mentions the error code 0x800A138F and suggests going to the help pages. It looked like a lot of people have had this same problem. There is a corresponding help page for this error number but the description of the problem didn't match what I was seeing.

It's getting really annoying as I keep getting emails from Microsoft advising me of a new critical patch. Wonderful! If only I could install the darn thing! (Okay, I could do it manually but it doesn't solve the underlying issue)

Any thoughts on what else it might be?

Roddy

"Alan" <al@rosslads.com> wrote in message
news:ac2e01c4368d\$6446d9b0\$a101280a@phx.gbl...

> Roddy,
>
> *You are correct..I would not make the security change on
> the server, it was meant to be for the XP clients only for
> updates.*
>
> *ISA should not be the problem as port 80 for http is used.
> I take it that there is no corresponding error number that
> you are getting which relates to the help updates page.*
>
> Alan
> >-----Original Message-----
> >Hi Alan,
> >Thanks for the tip, but I've discovered that the problem
> is on all the
> >machines on the network (including the server) and I'm

> *sure it has something*
> *>to do with the ISA server blocking the update.*
> *>Not sure why it's stopping it but I'd really like to see*
> *it sorted.*
> *>Is there any particular ports that Windows Update uses*
> *that ISA doesn't let*
> *>through? Am I barking up the wrong tree?*
> *>I tried all the fixes suggested on the Windows Update*
> *help but they've not*
> *>made any difference.*
>>
> *>On the registry key you mentioned, I'm reluctant to give*
> *everyone full*
> *>rights on the server but I'll give it a whirl as a last*
> *resort.*
>>
> *>Roddy.*
>>
>>
>>
>>*<anonymous@discussions.microsoft.com> wrote in message*
>>*news:aba301c43687\$d831e550\$a501280a@phx.gbl...*
>>> *With regard to XP, I had a problem last week which*
>>> *required me to in stall the files from microsoft..go to*
>>> *their help page for Windows Update as there is a lot of*
>>> *info there.*
>>>
>>> *I was getting the update software install repeating*
> *itself*
>>> *and found that when installed files from them and*
> *rebooted*
>>> *it cleared that proble. The next issue was that it*
> *stated*
>>> *a user id of administrator rights was needed all that*
> *was*
>>> *required was to go to*
>>> *HKLM/software/microsoft/windows/windowsupdate then right*
>>> *click this and ensure the group Everyone had full*
> *rights.*
>>> *Reboot and updates worked fine for XP.*
>>>
>>> *Again all this info is available from their help site*
> *for*
>>> *updates.*
>>>
>>> *Alan*
>>> *>-----Original Message-----*
>>> *>I'm running SBS 2003 premium, two nics, one through a*
> *D-*
>>> *Link router. I have*
>>> *>added http://*.windowsupdate.com to my allowed list in*
> *IE.*

> > >
> > > *I can browse round the site without any problem, the
> > > patches I require are
> > > listed but when I press install I get a Windows Update
> > > Error (0x800A138F).*
> > >
> > > *I have looked at the Microsoft suggestions on their FAQ
> > > for this error but
> > > none of the FAQs match my problem. Incidentally, I
> > > tried
> > > installing SUS 1.0
> > > to see if this got around the problem but it couldn't
> > > download any patches
> > > either. I have now uninstalled SUS but I still have the
> > > same problem with
> > > the update website. I can manually download the patches
> > > but I would like to
> > > fix the auto update as there must be some underlying
> > > problem.*
> > >
> > > *Any suggestions?*
> > >
> > > *Roddy*
> > >
> > >
> > >
> > >.
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> >
> >
> >.
> >