

RE: Windows Update has stopped working.

RE: Windows Update has stopped working.

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg02399.html>

- *From:* v-branee@xxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Tue, 25 Oct 2005 01:52:55 GMT
-

Hello Dave,

Thank you for posting back and keeping us updated!

I am glad to hear that you have solved the issue and thing is working correctly on your side now. At the same time, thanks a lot for your great SBS experience, we do appreciate it. We also believe that your experience sharing will benefit the customers who read the newsgroups regularly and they also can learn from your interaction with us.

If you have questions or concerns on the SBS server, please feel free to post back to this Newsgroup. We are glad to be of assistance!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====

This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

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For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====
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>Thread-Topic: Windows Update has stopped working.
>thread-index: AcXY1+pHxNR6kdJUTim8KT/F64nXVA==
>X-WBNR-Posting-Host: 62.252.64.14
>From: =?Utf-8?B?RGF2ZSBGYW5uaW5n?= <DaveFanning@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>References: <C07D3DEB-665E-480E-BAFB-68AE112C59BA@xxxxxxxxxxxx>
<0rxDXKvyFHA.3020@xxxxxxxxxxxxxxxxxxxxxxxx>
>Subject: RE: Windows Update has stopped working.
>Date: Mon, 24 Oct 2005 05:39:03 -0700
>Lines: 315
>Message-ID: <5293F1F3-2FFA-4F27-9BF4-9CC4FC4E6249@xxxxxxxxxxxx>
>MIME-Version: 1.0
>Content-Type: text/plain;
> charset="Utf-8"
>Content-Transfer-Encoding: 7bit
>X-Newsreader: Microsoft CDO for Windows 2000
>Content-Class: urn:content-classes:message
>Importance: normal
>Priority: normal
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:163994
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Brandy
>
>Thanks for your posting discussing the problem.
>
>While I worked through you post I realised that client XP machines also
>suffered the same problem which lead me to reexamine the firewall device
as
>the common factor. The firewall device had a content filter setting that
>restricted ActiveX controls passing through. As soon as the ActiveX
content
>filter was removed Automatic Updates resumed on all machines.
>
>Thanks
>Dave
>
>""Brandy Nee [MSFT]"" wrote:

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>
>> Hello Dave,
>>
>> Thank you for posting to the SBS Newsgroup.
>>
>> I understand that SBS 2K3 Server can not automatically update, Event ID
16
>> is logged in the system event log. If I have misunderstood your issue,
>> please let me know.
>>
>> =====
>>
>> Gather Information:
>>
>> Due to lack of detail error information, I need your help to gather the
>> following information for further research:
>>
>> a. What is the exact error message? Please capture a screen shot and
send
>> it to me. My mailbox is: v-branee@xxxxxxxxxxxxxxx
>>
>> b. Check the Automatic Updates service Starts. Click Start, click Run,
type
>> "services.msc" (without quotation marks). Check to see if the Automatic
>> Updates service has been started properly.
>>
>> c. I also suggest you access the Windows Update website to see if you
can
>> download and install the updates from Microsoft site.
>>
>> Microsoft Update
>> <http://update.microsoft.com/microsoftupdate/v6/default.aspx?ln=en-us>
>>
>> 901260 You visit the Microsoft Update Web site instead of the Windows
Update
>> <http://support.microsoft.com/?id=901260>
>>
>> d. If the problem still occurs, please send the event log files and
>> "Windows Update.log" file (C:\Windows) to me so that I can perform
further
>> research.
>>
>> e. On the server, run "eventvwr" (without quotation marks), check
whether
>> there is any error. If yes, double click it, click the Copy button and
>> paste the full content to the Newsgroup.
>>
>> =====
>>
>> For your reference:
>>

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>> Based on my research, this issue can be caused by varies of factors.

Please

>> see:

>>

>> [NOTE]: Following KB articles are only for your reference, steps are only

>> applied if you have exact symptom!

>>

>> 1> Most of the issue caused by if both of the following conditions are true:

>>

>> a. In your computer's Local Area Network (LAN) settings, the Automatically

>> detect settings check box is selected.

>>

>> b. You cannot ping the Web Proxy Auto-Discovery (WPAD) server by its Domain

>> Name System (DNS) name. This behavior may occur if your computer's

>> connection-specific DNS suffix does not match the DNS domain where the WPAD

>> server's DNS entry is registered.

>>

>> Please refer to the following KB article for detail information.

>>

>> 824208 Automatic Updates Cannot Download Updates and Event ID 16 Is Logged

>> <http://support.microsoft.com/?id=824208>

>>

>> 2> This issue also can be caused if the Automatic Update service runs under

>> the Local System account with ISA server installed. The Local System

>> account is not a member of the BackOffice Internet Users group and does not

>> have permissions to use the Internet through ISA Server. Please see the

>> following KB article:

>>

>> 838177 ISA Server logs Event ID 16 when you turn on Automatic Updates in

>> Small

>> <http://support.microsoft.com/?id=838177>

>>

>> 312955 Windows Update or Microsoft Update may not work in Windows XP if an

>> <http://support.microsoft.com/?id=312955>

>>

>> 3> We also see some similar issues if customer installs any one or more of

>> the following software programs, like WinProxy – Otitis Software, WinGate –

>> Deerfield.com, etc.

>>

>> 241783 You receive error messages when you use Windows Update through a

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>> proxy
>> <http://support.microsoft.com/?id=241783>
>>
>> Please take your time to perform the steps above and collect the
>> information for us to troubleshoot your issue. If anything is unclear,
>> please feel free to let me know. I am looking forward to hearing from
you!
>>
>> Best regards,
>>
>> Brandy Nee
>>
>> Microsoft CSS Online Newsgroup Support
>>
>> Get Secure! – www.microsoft.com/security
>> =====
>> This newsgroup only focuses on SBS technical issues. If you have issues
>> regarding other Microsoft products, you'd better post in the
corresponding
>> newsgroups so that they can be resolved in an efficient and timely
manner.
>> You can locate the newsgroup here:
>> <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>
>>
>> When opening a new thread via the web interface, we recommend you check
the
>> "Notify me of replies" box to receive e-mail notifications when there
are
>> any updates in your thread. When responding to posts via your
newsreader,
>> please "Reply to Group" so that others may learn and benefit from your
>> issue.
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>> Microsoft engineers can only focus on one issue per thread. Although we
>> provide other information for your reference, we recommend you post
>> different incidents in different threads to keep the thread clean. In
doing
>> so, it will ensure your issues are resolved in a timely manner.
>>
>> For urgent issues, you may want to contact Microsoft CSS directly.
Please
>> check <http://support.microsoft.com> for regional support phone numbers.
>>
>> Any input or comments in this thread are highly appreciated.
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>>
>>
>>
>> -----

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```
>> >Thread-Topic: Windows Update has stopped working.
>> >thread-index: AcXKe2pipfwImjm5St6TCqg6G7Vb1g==
>> >X-WBNR-Posting-Host: 62.252.64.13
>> >From: =?Utf-8?B?RGF2ZSBGYW5uaW5n?=<DaveFanning@xxxxxxxxxxxxxxxxxxxxxxxx>
>> >Subject: Windows Update has stopped working.
>> >Date: Thu, 6 Oct 2005 06:39:46 -0700
>> >Lines: 163
>> >Message-ID: <C07D3DEB-665E-480E-BAFB-68AE112C59BA@xxxxxxxxxxxx>
>> >MIME-Version: 1.0
>> >Content-Type: text/plain;
>> > charset="Utf-8"
>> >Content-Transfer-Encoding: 7bit
>> >X-Newsreader: Microsoft CDO for Windows 2000
>> >Content-Class: urn:content-classes:message
>> >Importance: normal
>> >Priority: normal
>> >X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
>> >Newsgroups: microsoft.public.windows.server.sbs
>> >NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
>> >Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
>> >Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:159322
>> >X-Tomcat-NG: microsoft.public.windows.server.sbs
>> >
>> >
>> >Windows Update appears to have stopped working on a 2003 SBS (not SP1).
>> >Below are the things I have tried so far to fix it and event log
entries I
>> >think are relevent.
>> >
>> >
>> >
>> >*****
>> >Method 1: Reset the DataStore
>> >=====
>> >
>> >1. Click Start, Run, type cmd and click OK.
>> >
>> >2. Type each of the following commands, pressing Enter after each line.
>> >Some
>> >of the commands may take up to a minute to process.
>> >
>> >net stop wuauaserv
>> >cd /d %windir%\SoftwareDistribution
>> >ren DataStore OldDataStore
>> >net start wuauaserv
>> >exit
>> >
>> >3. Try the Windows Update site.
>> >
```

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```
>>>
>>>Method 2: Clear the Internet Explorer cache
>>>=====
>>>
>>>1. Open Internet Explorer.
>>>
>>>2. Click Tools, Internet Options.
>>>
>>>3. On the General tab, click Delete Cookies and click OK.
>>>
>>>4. Click Delete Files, click to select the Delete all offline content
>> check
>>>box in the Delete Files dialog box, and then click OK.
>>>
>>>5. In the History section, click Clear History, click Yes, and then
click
>>> OK.
>>>
>>>6. Try the Windows Update site again.
>>>
>>>
>>>Method 3: Reregister required dll's
>>>=====
>>>
>>>1. Click on Start, Run, type REGSVR32 MSXML.DLL and click OK.
>>>
>>>2. Repeat step 1 for the following files.
>>>
>>>>REGSVR32 MSXML2.DLL
>>>>REGSVR32 MSXML3.DLL
>>>>REGSVR32 WUAPI.DLL
>>>>REGSVR32 WUAUENG.DLL
>>>>REGSVR32 WUAUENG1.DLL
>>>>REGSVR32 WUCLTUI.DLL
>>>>REGSVR32 WUPS.DLL
>>>>REGSVR32 WUWEB.DLL
>>>>REGSVR32 JSCRIPT.DLL
>>>
>>>3. Try the Windows Update site again.
>>>
>>>>Each of these should return a message like this: "DllRegisterServer in
>>>>FILENAME.DLL succeeded"
>>>
>>>>If any of the steps do not, please let me know the messages that are
>>> returned.
>>>
>>>
>>>>Method 4: Disable/Uninstall Security software
>>>=====
>>>
>>>>If you have any security software installed (e.g. antivirus or
```

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firewall),

>> >temporarily disable this software.

>> >

>> >If the issue remains and you have a backup disc to reinstall your security

>> >software, temporarily uninstall this software and try Windows Updates.

>> >

>> >*****

>> >

>> >

>> >The following are relevent event log entries.

>> >

>> >System log shows

>> >

>> >Event Type: Information

>> >Event Source: Windows Update Agent

>> >Event Category: Installation

>> >Event ID: 19

>> >Date: 09/06/2005

>> >Time: 14:42:25

>> >User: N/A

>> >Computer: CSSSERVER001

>> >Description:

>> >Installation Successful: Windows successfully installed the following

>> >update: Automatic Updates

>> >

>> >For more information, see Help and Support Center at

>> ><http://go.microsoft.com/fwlink/events.asp>.

>> >Data:

>> >0000: 57 69 6e 33 32 48 52 65 Win32HRe

>> >0008: 73 75 6c 74 3d 30 78 30 sult=0x0

>> >0010: 30 30 30 30 30 30 30 20 0000000

>> >0018: 55 70 64 61 74 65 49 44 UpdateID

>> >0020: 3d 7b 46 36 45 39 35 31 ={F6E951

>> >0028: 45 30 2d 44 33 42 43 2d E0-D3BC-

>> >0030: 34 34 38 42 2d 42 37 34 448B-B74

>> >0038: 45 2d 42 37 39 33 43 41 E-B793CA

>> >0040: 44 31 38 31 33 35 7d 20 D18135}

>> >0048: 52 65 76 69 73 69 6f 6e Revision

>> >0050: 4e 75 6d 62 65 72 3d 30 Number=0

>> >0058: 20 00 .

>> >

>> >This appears to be Windows Update upgrading from v4 to v5. After that time

>> >Windows Update.log was no longer written to and WindowsUpdate.log is now

>> >written to.

>> >

>> >Since then the following has appeared in the System Log every 2 days.

>> >

>> >Event Type: Error

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>> >Event Source: Windows Update Agent
>> >Event Category: Software Sync
>> >Event ID: 16
>> >Date: 11/06/2005
>> >Time: 14:43:29
>> >User: N/A
>> >Computer: CSSSERVER001
>> >Description:
>> >Unable to Connect: Windows is unable to connect to the automatic updates
>> >service and therefore cannot download and install updates according to the
>> >set schedule. Windows will continue to try to establish a connection.
>> >
>> >For more information, see Help and Support Center at
>> ><http://go.microsoft.com/fwlink/events.asp>.
>> >Data:
>> >0000: 57 69 6e 33 32 48 52 65 Win32HRe
>> >0008: 73 75 6c 74 3d 30 78 30 sult=0x0
>> >0010: 30 30 30 30 30 30 30 20 0000000
>> >0018: 55 70 64 61 74 65 49 44 UpdateID
>> >0020: 3d 7b 30 30 30 30 30 30 = {000000
>> >0028: 30 30 2d 30 30 30 30 2d 00-0000-
>> >0030: 30 30 30 30 2d 30 30 30 0000-000
>> >0038: 30 2d 30 30 30 30 30 30 0-000000
>> >0040: 30 30 30 30 30 30 7d 20 000000}
>> >0048: 52 65 76 69 73 69 6f 6e Revision
>> >0050: 4e 75 6d 62 65 72 3d 30 Number=0
>> >0058: 20 00 .
>> >
>> >I'm concerned updates are not being automatically applied.
>> >
>

• **References:**

◆ ***RE: Windows Update has stopped working.***

◇ From: Dave Fanning

- Prev by Date: ***RE: Companyweb cannot load***
- Next by Date: ***Re: Setting up new server***
- Previous by thread: ***RE: Windows Update has stopped working.***
- Next by thread: ***SBS Backup – Inconsistency***
- Index(es):
 - ◆ ***Date***
 - ◆ ***Thread***