

Re: Windows Update

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-02/msg02405.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Fri, 16 Feb 2007 11:36:57 GMT
-

Hi Jeff,

Thanks for updating.

Please also try the following trouble shooting steps:

Step 1: View the hidden files and folders

1. Open the explorer (Windows Explorer or My Computer), click the Tools menu and select the Folder options.
2. Click the View tab, and select the "show hidden files and folders" option.
3. Click OK to exit.

Step 2: Go to C:\Program Files, find the folder WindowsUpdate, rename it to WU or any other name.

Step 3: Delete all the cookies and temporary files. How to delete the cookies:

1. Click Start, click Search and click For Files or Folders.
2. Type Cookies (without the quotation marks) and click Search Now.
3. Delete files in the cookie directory. How to delete all the temporary files:
4. Open Internet Explorer.
5. Click Tools, click Internet Options and click Delete Files button in the General tab.

Step 4: Made a clean boot. The problem may be caused by some third party software.

1. Click Start->Run...->type msconfig and press Enter.
2. Click Services tab and select Hide All Microsoft Services and Disable All third party Services.
3. Click Startup tab and Disable All startup items.
4. Click OK and choose Restart.
5. After reboot, check whether the problem still occurs.
6. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

Re: Windows Update

Step 5: Please try to run the following command:

regsvr32 msxml.dll
regsvr32 msxml3.dll
regsvr32 Inseng.dll
regsvr32 Ole32.dll

Step 6: Please check the proxy setting in IE to make sure it's correctly configured.

If the problem still exists, please send me the MPS Report and logs.

Have a nice weekend.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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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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Re: Windows Update

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<NNTP-Posting-Host: tk2msftbfm01.phx.gbl 10.40.244.148
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<Robert,
<
<Thanks for the posting I will try the things you have mentioned, however.
I
<can already report back the following:
<
<1 & 2) It is only affecting the SBS server, the other server is not
<affected, neither are any of the client machines.
<
<Step 1: That was done a while ago when this issue first appeared.
<
<Step2: Do not believe so as updates have been performed in the past,
will
<however double check.
<
<I will let you know the results once I have them.
<
<Jeff Hahne
<
<"Robert Li [MSFT]" wrote:
<
<> Hi Jeff,
<>
<> Thanks for posting in our newsgroup.
<>

Re: Windows Update

- ◇ From your description, I know that you get error 0x80072EFD when trying to
- ◇ visit the windows update site. If I am off-base, please don't hesitate to
- ◇ let me know.
- ◇
- ◇ Please let me know the following information to make the situation more
- ◇ clearly:
- ◇
- ◇ 1. Does the problem occur on all users or some of them?
- ◇
- ◇ 2. Does this problem occur on SBS server or clients computers?
- ◇
- ◇ Please take following steps to narrow down this issue:
- ◇
- ◇ Step 1: Install the latest Background Intelligent Transfer Service (BITS)
- ◇ update. The problem may be caused by Background Intelligent Transfer
- ◇ Service.
- ◇
- ◇ For more information, please refer to:
- ◇ An update package that includes BITS 2.0 and WinHTTP 5.1 is available for
- ◇ Windows Server 2003, for Windows XP, and for Windows 2000
- ◇ <http://support.microsoft.com/kb/842773/>
- ◇
- ◇ Step 2: The problem may be cause by some router. The machine could be using
- ◇ an MTU that is higher than the ISP supports. You may need to reduce the
- ◇ MTU
- ◇ size of a PPPoE connection to a value of between 1,400 and 1,480
- ◇
- ◇ To identify the correct MTU size, follow these steps:
- ◇
- ◇ 1. Start a command prompt, and then use the ipconfig utility to determine
- ◇ the default gateway IP address.
- ◇
- ◇ 2. At a command prompt on a client, type the following line, and then press
- ◇ ENTER:
- ◇ "ping <MTU_size default_gateway_IP_address> -f -l <MTU Size>" (without
- ◇ the quotation marks)
- ◇ Start with an MTU size of 1,490
- ◇ Example:
- ◇ C:/>"Ping 157.32.45.1 -f -l 1490" (Without quotes)
- ◇
- ◇ 3. If you receive an error message that indicates that the message must be
- ◇ fragmented, repeat step 2 using a smaller MTU size. Repeat this process
- ◇ until the ping command succeeds.

Re: Windows Update

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◇ After you determine the largest supported MTU size, use the following steps

◇ to manually set the MTU :

◇

◇ 1. Click Start, point to Control Panel, point to "Network and Internet

◇ Connections", and then click the Network Connections folder.

◇

◇ 2. If the Network Connections folder contains more than one network

◇ connection, check the IP address for each network connection to

◇ determine which one is the Internet connection. To check the IP address

◇ for a network connection, double-click the network connection icon,

◇ click the Support tab, and then note the IP address. Note the name of

◇ the Internet connection (for example, "Local Area Connection 2"), and then

◇ proceed to the next step.

◇

◇ 3. Start Registry Editor.

◇

◇ 4. Locate and click the following key in the registry, where

◇ <AdapterIDNumber> is a hexadecimal number:

◇

◇

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Network\{4D36E972-E325-1

◇ 1CE-BFC1-08002BE10318}\{<AdapterIDNumber>}\Connection

◇

◇ In the Connection key, check the Name value to determine if it matches the

◇ name of the Internet connection that you found in step 2.

◇ The hex number will be in this format

733E24C8-75B9-4F95-9286-73CBF19B1AA4

◇ located under Network key.

◇

◇ 5. If the Name value matches the name of the Internet connection, note

the

◇ name of the {<AdapterIDNumber>} key, and then proceed to the next step.

If

◇ the Name value does not match the name of the Internet connection,

◇ repeat this step to check the Name value in the next

◇ {<AdapterIDNumber>}\Connection key in the registry.

◇

◇ 6. Locate and click the following key in the registry, where

◇ <AdapterIDNumber> is the hexadecimal ID number of the Internet connection

◇ that you noted in step 5:

◇ HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\

◇ Interfaces\{<AdapterIDNumber>}

◇

◇ 7. On the Edit menu, click New, DWord Value and then add the following

◇ registry value, where <MaxMTUSize> is the maximum supported MTU size

Re: Windows Update

that

<> you discovered earlier in the Ping tests:

<>

<> Value name: MTU

<> Data type: REG_DWORD

<> Base: Decimal

<> Value data: <MaxMTUSize>

<>

<> 8. Quit Registry Editor.

<>

<> 9. Reboot

<>

<> Step 3: The problem may be caused by Anti Virus software, please temporary

<> uninstall the Anti Virus software to see if the problem still exists.

<>

<> If the problem still exists, please help me connect the following

<> information for further assistance.

<>

<> Please send %SYSTEMROOT%\Windowsupdate.log to v-robeli@xxxxxxxxxxxxxx with

<> subject: 37886059-Windows Update.

<>

<>

<> Best regards,

<>

<> Robert Li(MSFT)

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◇ <References: <131311ED-9831-4C7C-9118-9DB997D40760@xxxxxxxxxxxxxxxx>

◇ <0fc7t2llc2jbbs79g6tf24dovdpkvoehto@xxxxxxx>

◇ <Subject: Re: Windows Update

◇ <Date: Wed, 14 Feb 2007 17:34:12 -0800

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◇ <Newsgroups: microsoft.public.windows.server.sbs

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◇ <NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148

◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs

◇ <

◇ <Thanks for the feedback, trying to avoid doing that. Was hoping someone
◇ had a

◇ <fairly straight forward solution of do this, delete that, reimport, etc.

◇ <

◇ <"Jim Behning SBS MVP" wrote:

◇ <

◇ <> I fought for hours with this on one workstation over the course of a

◇ <> few months. There is an update log that has better clues. I deleted

Re: Windows Update

<> some stuff, imported some stuff and edited some values to get the
<> workstation to update. Unfortunately I did not take copius notes. Look
<> at your logs.

<>

<> On Wed, 14 Feb 2007 13:40:00 -0800, Jeff Hahne <Jeff
<> Hahne@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

<>

<> >I keep getting error 0x80072EFD when trying to use the windows
update

<> site.

<> >This is still occurring even after going through the steps in article
<> 836941.

<> >I would like to know what else I could try to resolve this issue as
the

<> >above article does not seem to address it.

<>

<<

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