

RE: Help... Event ID: 13042 "Self Update Not Working"

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg00454.html>

- *From:* Bill Vogel <BillVogel@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 3 Aug 2007 06:08:02 -0700
-

Robert,

1. Is WSUS downloading files fine?

YES

2. Can the clients and servers install updates successfully?

Not sure yet. Just approved some updates from WSUS. I'll let you know if they download and prompt for install.

2. Under System Tools, click Local Users and Groups, and then click Users.

System Tools is not available. This is SBS 2003 Premium. All user adds/changes are handled using the wizard. Is this Local User and Group option disabled in SBS?

3. Right-click IUSR_ComputerName, and then click Set Password.

Don't see this user in the users list. I do see it in IIS though. Must be hidden.

How to proceed?

--

Thanks,

Bill V

SBS ROCKS!

<http://www.adelphiaseafood.com>

<http://sbsbill.blogspot.com/>

"Robert Li [MSFT]" wrote:

Hi Bill,

Thanks for your reply.

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I researched the logs and found that there is only 13042 in the logs. Based on my experience, there should be 12052, 12042, 12022, 12032, 12012 events as well. It looks like WSUS is functioning fine and downloading.

Please let me know the following:

1. Is WSUS downloading files fine?
2. Can the clients and servers install updates successfully?

Please also try the following:

Step 1: This issue may occur if the passwords for the IWAM_ComputerName account or for the IUSR_ComputerName account are not synchronized with the Microsoft Internet Information Services (IIS) metabase and with the local accounts directory.

To resolve this issue, reset the passwords for the IUSR and the IWAM accounts so that they are the same in both the Internet Information Services (IIS) metabase and in the local accounts directory.

To do this, follow these steps:

1. Click Start, point to Programs, point to Administrative Tools, and then click Computer Management.
2. Under System Tools, click Local Users and Groups, and then click Users.
3. Right-click IUSR_ComputerName, and then click Set Password.
4. Click Proceed.
5. Type the password in the New password box and in the Confirm password box, and then click OK.
6. Right-click IWAM_ComputerName, and then click Set Password.
7. Click Proceed.
8. Type the password in the New password box and in the Confirm password box, and then click OK.
9. Quit Computer Management.
10. Click Start, and then click Run.
11. In the Open box, type cmd and then click OK.
12. Type cd drive:\inetpub\adminscripts, where drive is the drive where Windows is installed, and then press ENTER.
13. To reset the password for the IUSR_ComputerName account, type the following command (where password is the password that you set in step 5), and then press ENTER:
cscript.exe adsutil.vbs set w3svc/anonymoususerpass "password"
14. To reset the password for the IWAM_ComputerName account, type the following command (where password is the password that you set in step 8), and then press ENTER:
cscript.exe adsutil.vbs set w3svc/wamuserpass "password"
15. Update the starting identity of all IIS COM+ application packages by typing the following at the command prompt:
cscript.exe synciwam.vbs -v

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Note You may need to restart IIS for all changes to take effect. To restart IIS, click Start, click Run, type iisreset, and then click OK.

Step 2: Please make a clean boot to make sure the problem is not caused 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.

Hope this helps.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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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.

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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<X-Tomcat-NG: microsoft.public.windows.server.sbs>
<
<Robert,
<
<The file has been sent.
<--
<Thanks,
<Bill V
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<
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<

< Please click the following link to upload to log:

<

<

< <https://sftus.one.microsoft.com/choosetransfer.aspx?key=68698666-bb2a-4e1a-8>

< 8cb-e370a3069b40

<

< Password: \$YP][y1[s2EuvH4H

<

< I am looking forward to hear from you.

<

< Best regards,

<

< Robert Li(MSFT)

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◇ <Thread-Topic: Help... Event ID: 13042 "Self Update Not Working"
◇ <thread-index: AcfU/7vOZq5f4b3nQqqw/R5QPrN5+A==
◇ <X-WBNR-Posting-Host: 207.46.19.168
◇ <From: =?Utf-8?B?QmlsbCBWb2dlbA==?=
<BillVogel@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
◇ <References: <B6419717-C7AB-46BB-B17B-B41792704233@xxxxxxxxxxxx>
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◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs
◇ <
◇ <Robert,
◇ <
◇ <Maybe you didn't receive it since the file is 5MB. I'm sending it
again.
◇ <I'll also send it as .zip.
◇ <--
◇ <Thanks,
◇ <Bill V
◇ <SBS ROCKS!
◇ <<http://www.adelphiaseafood.com>
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◇ <
◇ <"Robert Li [MSFT]" wrote:
◇ <
◇ <> Hi Bill,

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<<

<< I didn't get the MPS Report by now.

<<

<< Please send to info to v-robelt@xxxxxxxxxxxxxx with subject:
<< 40038936-Help... Event ID: 13042 "Self Update Not Working"

<<

<< I am looking forward to hear from you.

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<< Best regards,

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