

## Re: Error: 0x800A1391

**Source:** <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-03/2563.html>

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**From:** MowGreen [MVP] ([mowgreen\\_at\\_nownadzen.com](mailto:mowgreen_at_nownadzen.com))

**Date:** 03/13/04

Date: Sat, 13 Mar 2004 09:40:33 -0800

Mr. Bob,

<http://v4.windowsupdate.microsoft.com/troubleshoot/>

Under : Problem reaching Windows Update

See : While the Windows Update Web site is loading, you receive Initialization error 0x800A1391

" It appears to be because the customer can not download the ActiveX component. One case resolved by disabling firewall program. "

Which AV and firewall are you using ?

" Suggestion 2

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We may be able to resolve this issue by adding

<http://Windowsupdate.microsoft.com>

<http://V4.Windowsupdate.microsoft.com>

<https://v4.Windowsupdate.microsoft.com> (Note: The https is correct)

<http://Download.Windowsupdate.com>

to the trusted sites list in the Internet Options.

To access the Exceptions settings.

1. Open Internet Explorer
2. Click Tools / Internet Options
3. Click the Security Tab
4. Click on the Trusted Sites Icon
5. Click on the Sites button
6. Unselect the check box "Require server verification (https:)for all sites in this zone"
7. Add all 4 sites listed above

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Suggestion 3 ( NOTE: ONLY APPLIES IF YOU'RE Running a Proxy Server)

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This issue may be resolved by adding the Windows Update sites to the exceptions list in the Internet Options Proxy Settings.

To access the Exceptions settings.

1. Open Internet Explorer
2. Click Tools / Internet Options
3. Click the Connections Tab / LAN Settings

4. Click the Advanced Button and add windowsupdate.microsoft.com; v4.windowsupdate.microsoft.com; download.windowsupdate.com to the exceptions list.

MowGreen [MVP]

\*-343-\* Never Forgotten

Mr. Bob Dobalina wrote:

> *I can't get the updates of course! I've looked for the  
> solution but can't find it. I've tried Netscape Navigator  
> (why doesn't it work?) my Internet Explorer options,  
> disabled firewall and anti-virus software but no luck. I  
> even tried taking a hammer to my computer and gave it a  
> few good whacks -even that didn't help!  
> I also tried to Run:"REGSVR32  
> C:\WINDOWS\SYSTEM\MSXML2.DLL" and get the GetLastError  
> returns 0x00000485. But MSXML and MSXML3 work. What gives?  
>  
> Thanks!*