

Re: Upgrade will not believe I am an administrator

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-04/1950.html>

From: MowGreen [MVP] (mowgreen_at_nowandzen.com)

Date: 04/12/04

Date: Mon, 12 Apr 2004 12:00:24 -0700

Norman,

Make sure that no 3rd party software is preventing the download and install of the Windows Update software (ActiveX) controls as I've mentioned previously.

Go here and follow the steps for XP up to and including step 4 under "Remove the Windows Update ActiveX Controls :

<http://support.microsoft.com/?kbid=319585>

Now download the controls manually from here :

<http://v4.windowsupdate.microsoft.com/cab/x86/unicode/iuctl.cab>

Save them to your desktop. Extract the .cab file following the steps below:

1. Go to the desktop and right click the iuctl.cab file.
2. Click "Open".
3. Select all the files listed.
4. Right click on them and click "Extract."
5. Point to a known location (like the desktop) and click "OK."
6. Go to the location you selected and right click the iuctl.inf file.
5. Click "Install."

Now try Windows Update.

MowGreen [MVP]

Norman wrote:

> *No success!*
>
> *I am using FAT32 on drive C*
>
> *Been through the REGEDIT procedure and permissions were already granted*
>
> *Regards Norman*
>

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>
> ----- MowGreen [MVP] wrote: -----
>
> Norman,
>
> If you're not using mapped network drives (mowst likely, not) then try
> these resolutions :
>
> If you have an antivirus program that has a script blocking component
> than temp disable it prior to accessing Windows Update . 3rd party
> software such as pop-up / cookie / ad blockers, so-called internet
> accelerators , and download managers may also interfere with the
> installation of the software (ActiveX) controls.
> Reenable any of the above after installation of any updates and required
> rebooting.

=====
>
> <http://v4.windowsupdate.microsoft.com/troubleshoot/>
> Under : Problem reaching Windows Update
> See : Error 0x80070005 in the Windows Update.log file and updates fail
> to install from the site

>
> " If you are using the NTFS file system on your hard drive(s) then try
> these steps.
> Check permissions on the C:\WUTemp folder (if you have more than one
> hard drive, check this folder on each drive).

>
> 1. Open Windows Explorer.
> 2. Navigate to the C:\WUTemp folder.
> 3. Right-click on the folder name and select Properties from the popup
> menu.
> 4. Click on the Security tab.
> 5. Set Full Control access for the following accounts:

>
> Users
> Power Users
> Administrators

>
> 6. Click Apply, then OK.
> 7. Now try accessing the Windows Update site.
>
> (NOTE: Also check the Program Files\Windows Update\V4 folder for it's
> permissions)

=====
>
> 1. Click on Start, Run and type "REGEDIT" (w/o the quotes). The
> Registry Editor will open.
>
> *WARNING*

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>
> *Using Registry Editor incorrectly can cause serious problems that may*
> *require you to reinstall your operating system. Microsoft cannot*
> *guarantee that problems*
> *resulting from the incorrect use of Registry Editor can be solved. Use*
> *Registry Editor at your own risk.*
>
> 2. *Navigate to the following key:*
>
> *HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\WindowsUpdate*
>
> 3. *On the upper menu, click on Edit, and select Permissions from the*
> *drop-down list.*
> 4. *Give Administrator (And / Or System) Full Control and Read*
> *permissions by checking the allow boxes. NOTE: In certain instances*
> *these boxes are grayed out. Insure that all accounts have appropriate*
> *permissions.*
> 5. *Click Apply, then OK.*
> 6. *Close the Registry Editor.*
> 7. *If you had to make any changes, then try the Windows Update site and*
> *see if the error persists.*
>
>
> *MowGreen [MVP]*
>
>
> *Norman wrote:*
>
> > *OK, took me a little while to find the file. I do not know whether this system can accept attachments so I*
> *have pasted the last 20 lines of the log file as the following text. Sorry if that is 'messy'.*
> > *2004-04-10 16:53:37 15:53:37 Success IUCTL Starting*
> > *2004-04-10 16:53:38 15:53:38 Error IUCTL Library download error. Will retry. (Error 0x80070005:*
> *Access is denied.)*
> > *2004-04-10 16:53:39 15:53:39 Error IUCTL Library download error. Will retry. (Error 0x80070005:*
> *Access is denied.)*
> > *2004-04-10 16:53:39 15:53:39 Error IUCTL Library download error. Will retry. (Error 0x80070005:*
> *Access is denied.)*
> > *2004-04-10 16:53:40 15:53:40 Error IUCTL Failed to download iident.cab from*
> *<http://www.windowsupdate.com/v4/> to C:\Program Files\WindowsUpdate\V4\temp (Error 0x80070005:*
> *Access is denied.)*
> > *2004-04-10 16:57:50 15:57:50 Success IUCTL Starting*
> > *2004-04-10 16:57:50 15:57:50 Error IUCTL Library download error. Will retry. (Error 0x80070005:*
> *Access is denied.)*
> > *2004-04-10 16:57:50 15:57:50 Error IUCTL Library download error. Will retry. (Error 0x80070005:*
> *Access is denied.)*
> > *2004-04-10 16:57:51 15:57:51 Error IUCTL Library download error. Will retry. (Error 0x80070005:*
> *Access is denied.)*
> > *2004-04-10 16:57:51 15:57:51 Error IUCTL Failed to download iident.cab from*
> *<http://www.windowsupdate.com/v4/> to C:\Program Files\WindowsUpdate\V4\temp (Error 0x80070005:*
> *Access is denied.)*
> > *2004-04-10 16:57:51 15:57:51 Success IUENGINE Starting*

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> > 2004-04-10 16:57:52 15:57:52 Success IUENGINE Shutting down
> > 2004-04-10 16:57:52 15:57:52 Success IUCTL Shutting down
> > 2004-04-10 20:18:31 19:18:31 Success IUCTL Starting
> > 2004-04-10 20:18:33 19:18:33 Error IUCTL Library download error. Will retry. (Error 0x80070005: Access is denied.)
> > 2004-04-10 20:18:33 19:18:33 Error IUCTL Library download error. Will retry. (Error 0x80070005: Access is denied.)
> > 2004-04-10 20:18:34 19:18:34 Error IUCTL Library download error. Will retry. (Error 0x80070005: Access is denied.)
> > 2004-04-10 20:18:34 19:18:34 Error IUCTL Failed to download iident.cab from <http://www.windowsupdate.com/v4/> to C:\Program Files\WindowsUpdate\V4\temp (Error 0x80070005: Access is denied.)
> >>> Please remember that there is no on screen indication of an error – it is simply that after starting to initiate Windows update the system "checks", somehow finds that I am not the administrator and so switches me to a page which basically tells me to log on as an administrator. Frustrating. I have been moving update files between machines using a 0.5Meg USB 2 plug in device so (I hope) I have not missed any necessary updates. However, I should not have to work this way.
> >> Thanks Norman
>
>