

## Re: Windows Updates Unavailable

**Source:** <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-07/3068.html>

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**From:** LT ([LT\\_at\\_discussions.microsoft.com](mailto:LT_at_discussions.microsoft.com))

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Date: Tue, 27 Jul 2004 10:07:55 -0700

My Virus software is up to date – auto updates. I've run spy and ad software and all is clean (thanks for the links). The problem seems to be that the Service for Automatic updates has been removed. when I run "services.msc" "Automatic Updates" isn't there. Do you know how I can get it back?

Hope you can help

LT

"MowGreen [MVP]" wrote:

> *LT,*  
>  
> *Make sure your antivirus program is updated with it's latest*  
> *definition files, enable " Show hidden files and folders " from*  
> *Folder Options in the Control Panel, click the View tab, boot to*  
> *Safe Mode, and do a full scan of the system with the AV.*  
> *If the "rogue program" has left some residue on the system this*  
> *should, \*hopefully\*, remove it.*  
> *Unfortunately, the latest virulware has taken to attacking a*  
> *system's ability to access Windows Update . This way they can*  
> *prevent a user from updating and mitigating the vulnerabilities*  
> *inherent and newly discovered in Windows XP .*  
>  
> *Have a look here for assistance with spyware :*  
>  
> *The Parasite Fight – Quick Fix Protocol*  
> *<http://www.aumha.org/a/quickfix.htm>*  
>  
> *Dealing with Unwanted Spyware and Parasites*  
> *<http://www.myps.org/winhelp2002/unwanted.htm>*  
>  
>  
> *MowGreen [MVP]*  
> *=====*  
> *\*-343-\* FDNY*  
> *Never Forgotten*  
> *=====*  
>  
>  
>

> *LT wrote:*

>

> > *Windows XP Home – In System Properties, Automatic updates – All*

> > *check boxes are greyed out and it says "The Windows Update*

> > *Service is Unavailable". It used to be set to update*

> > *automatically. I think a rouge program might have altered my*

> > *settings to stop me doing the updates automatically. I've cleaned*

> > *all rouge programs from my computer. I can do manual updates but*

> > *would like to automate it again. Any suggestions?*

>

>