

WU v5, Can't download updates

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-08/2571.html>

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I have recently installed XP SP2 on a number of computers. On Dells, it works. On my IBM machines though, WindowsUpdate no longer functions properly after the SP update. Here is a summary of what I've done with these machines to troubleshoot them:

At first, I couldn't get past the screen where I chose Express or Custom installation. I was getting the error code 0x800A0046. So, I did the following:

1. Ensured that I was using an Administrative account.

2. Ensured that the security descriptor allowed interactive users to run windows update (ala this post:

<http://communities2.microsoft.com/communities/newsgroups/en-us/default.aspx?dg=microsoft.public.windowsupdate>

That fixed the first problem. Now, when I select any patch for downloading, I get error messages indicating that the download failed. In the installation history, I get an error code of 80246008, regardless of which patch I have tried to install. So, I proceeded to do this:

1. Checked to make sure BITS was running. It is not. When I tried to start it, the service fails to start, and I get the error code 2147467243. I have tried to find information online about this error code, with no luck. I have pasted my the %windir%\WindowsUpdate.log file at the end of this message.

2. I have also checked that qmgr.dll and qmgrprxy.dll are registered. They are.

Any suggestions?

Here is the log file:

```
2004-08-17 17:40:28-0700 3136 dc8 Checking for different Redirector at:
http://download.windowsupdate.com/msdownload/update/v5/redir/wuredir.cab
2004-08-17 17:40:28-0700 3136 dc8 WinInet: Server file is not newer.
Skipping download.
2004-08-17 17:40:28-0700 3136 dc8 Successfully refreshed Redirector cab.
```

microsoft.public.windowsupdate: WU v5, Can't download updates

2004-08-17 17:40:28-0700 3136 dc8 WinInet: Server file is not newer.
Skipping download.
2004-08-17 17:40:28-0700 3136 dc8 WinInet: Download speed is 149258 bytes/sec
2004-08-17 17:40:28-0700 3136 dc8 WinInet: Successfully downloaded
<http://v5.windowsupdate.microsoft.com/SelfUpdate/AU/x86/XP/en/wusetup.cab> to
file C:\WINDOWS\SoftwareDistribution\WebSetup\wusetup.cab
2004-08-17 17:40:28-0700 3136 dc8 Loading inf file
C:\WINDOWS\SoftwareDistribution\WebSetup\wusetup.inf
2004-08-17 17:40:28-0700 3136 dc8 Section name: cdm: Index: 0
2004-08-17 17:40:28-0700 3136 dc8 Section name: iuengine: Index: 1
2004-08-17 17:40:28-0700 3136 dc8 Section name: wuapi: Index: 2
2004-08-17 17:40:28-0700 3136 dc8 Section name: wuauclt: Index: 3
2004-08-17 17:40:28-0700 3136 dc8 Section name: wuauclt1: Index: 4
2004-08-17 17:40:28-0700 3136 dc8 Section name: wuauclpl: Index: 5
2004-08-17 17:40:28-0700 3136 dc8 Section name: wuaueng_WebSetup: Index: 6
2004-08-17 17:40:28-0700 3136 dc8 Section name: wuaueng1: Index: 7
2004-08-17 17:40:28-0700 3136 dc8 Section name: wuauerv_WebSetup: Index: 8
2004-08-17 17:40:28-0700 3136 dc8 Section name: wucltui: Index: 9
2004-08-17 17:40:28-0700 3136 dc8 Section name: wups: Index: 10
2004-08-17 17:40:28-0700 3136 dc8 Section name: winhttp: Index: 11
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\cdm.dll is: 5,5,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\cdm.dll:
Target version: 5.5.3790.2182 Required: 5.5.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\iuengine.dll is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\iuengine.dll:
Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\wuapi.dll is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\wuapi.dll:
Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\wuauclt.exe is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\wuauclt.exe:
Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\wuauclt1.exe is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\wuauclt1.exe:
Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\wuauclpl.cpl is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\wuauclpl.cpl:
Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\wuaueng.dll is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\wuaueng.dll:
Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\wuaueng1.dll is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\wuaueng1.dll:

microsoft.public.windowsupdate: WU v5, Can't download updates

Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\wucltui.dll is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\wucltui.dll:
Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:28-0700 3136 dc8 Required Version for binary
C:\WINDOWS\system32\wups.dll is: 5,4,3790,2182
2004-08-17 17:40:28-0700 3136 dc8 Binary: C:\WINDOWS\system32\wups.dll:
Target version: 5.4.3790.2182 Required: 5.4.3790.2182
2004-08-17 17:40:32-0700 1160 60c WU client succeeds
CCClientCallRecorder::BeginFindUpdates from WindowsUpdate with call id
{1F6E8A33-84E2-465F-99AF-0BC66D26DC4E}
2004-08-17 17:40:32-0700 1160 7dc WU client executing call
{1F6E8A33-84E2-465F-99AF-0BC66D26DC4E} of type Search Call
2004-08-17 17:40:32-0700 3680 83c Trying to make out of proc datastore active
2004-08-17 17:40:33-0700 3680 83c Out of proc datastore is now active
2004-08-17 17:40:33-0700 1160 7dc PT: Using serverID
{9482F4B4-E343-43B6-B170-9A65BC822C77}
2004-08-17 17:40:33-0700 1160 7dc PT: Using server URL
<https://v5.windowsupdate.microsoft.com/ClientWebService/client.aspx>
2004-08-17 17:40:34-0700 1160 7dc Add header for accept-encoding: xpress
succeeded
2004-08-17 17:40:34-0700 1160 7dc DetectCompressionType returning type 1,
hr=0x0
2004-08-17 17:40:34-0700 1160 7dc Add header for accept-encoding: xpress
succeeded
2004-08-17 17:40:34-0700 1160 7dc DetectCompressionType returning type 1,
hr=0x0
2004-08-17 17:40:34-0700 1160 7dc PT: Using serverID
{9482F4B4-E343-43B6-B170-9A65BC822C77}
2004-08-17 17:40:34-0700 1160 7dc PT: Using server URL
<https://v5.windowsupdate.microsoft.com/ClientWebService/client.aspx>
2004-08-17 17:40:34-0700 1160 7dc Add header for accept-encoding: xpress
succeeded
2004-08-17 17:40:34-0700 1160 7dc DetectCompressionType returning type 1,
hr=0x0
2004-08-17 17:40:34-0700 1160 7dc WU client add update
{76BAACDD-634F-487D-AC52-33CD061B49E7}.100 to search result
2004-08-17 17:40:34-0700 1160 7dc WU client add update
{B4B9471C-1A5E-4D9C-94EF-84B00592946A}.100 to search result
2004-08-17 17:40:34-0700 1160 7dc WU client add update
{AC94DB3B-E1A8-4E92-9FD0-E86F355E6A44}.100 to search result
2004-08-17 17:40:34-0700 1160 7dc DeviceStatus: 0x1806400,
DeviceProblemNumber: 0x000016
2004-08-17 17:40:34-0700 1160 7dc WU client add update
{B3747C82-4B30-49E2-950F-C1147D7B367D}.100 to search result
2004-08-17 17:40:34-0700 1160 7dc DeviceStatus: 0x180200a,
DeviceProblemNumber: 00000000
2004-08-17 17:40:34-0700 1160 7dc WU client add update
{C15B7376-260C-4C40-B6B1-1D1510B90237}.100 to search result
2004-08-17 17:40:34-0700 1160 7dc DeviceStatus: 0x180200a,

microsoft.public.windowsupdate: WU v5, Can't download updates

DeviceProblemNumber: 00000000
2004-08-17 17:40:34-0700 1160 7dc WU client add update
{CFF0AB24-63A0-4FD8-963B-A48423640E2B}.100 to search result
2004-08-17 17:40:35-0700 1160 7dc DeviceStatus: 0x180600a,
DeviceProblemNumber: 00000000
2004-08-17 17:40:35-0700 1160 7dc WU client add update
{46C420E9-B680-49CB-91BE-EC696572C1AD}.100 to search result
2004-08-17 17:40:35-0700 1160 7dc DeviceStatus: 0x180200a,
DeviceProblemNumber: 00000000
2004-08-17 17:40:35-0700 1160 7dc WU client add update
{DFCB1B80-06A6-4B1E-98D5-38D772A58969}.100 to search result
2004-08-17 17:40:35-0700 1160 7dc DeviceStatus: 0x180000a,
DeviceProblemNumber: 00000000
2004-08-17 17:40:35-0700 1160 7dc WU client add update
{A4B72ADB-A5D2-4C54-934F-17070ABBE665}.100 to search result
2004-08-17 17:40:35-0700 1160 7dc DeviceStatus: 0x180200a,
DeviceProblemNumber: 00000000
2004-08-17 17:40:35-0700 1160 7dc WU client add update
{6BD05C18-33E1-4CBC-BFD3-E8FA2C2695AE}.100 to search result
2004-08-17 17:40:35-0700 1160 7dc WU client found 10 updates and 10
categories in search
2004-08-17 17:40:35-0700 1160 7dc WU client finished Searching for update
2004-08-17 17:40:35-0700 1160 7dc WU client calls back to search call
WindowsUpdate with code Call complete and error 0
2004-08-17 17:40:35-0700 1160 7dc WU client completed and deleted call
{1F6E8A33-84E2-465F-99AF-0BC66D26DC4E}
2004-08-17 17:40:38-0700 1160 7dc WU client executing call
{C8586192-E9CF-4E42-8C2F-74F254415A5E} of type Download Call
2004-08-17 17:40:38-0700 1160 2e8 WU client persisted 1 download calls
2004-08-17 17:40:38-0700 1160 2e8 WU client succeeds
CClntCallRecorder::BeginDownloadUpdates from WindowsUpdate with call id
{C8586192-E9CF-4E42-8C2F-74F254415A5E}
2004-08-17 17:40:38-0700 1160 7dc Dumping out update 1 of 1
2004-08-17 17:40:38-0700 1160 7dc title = IBM - Other Hardware - IBM PM Device
2004-08-17 17:40:38-0700 1160 7dc dumping updateId
{A4B72ADB-A5D2-4C54-934F-17070ABBE665}.100 bundling 0 updates
2004-08-17 17:40:39-0700 1160 7dc BITS service was not fixed up and thus CCI
was not reattempted. (hr = 80070005)
2004-08-17 17:40:39-0700 1160 7dc Failed to connect to the BITS service;
unable to start new downloads or interact with existing download jobs. (hr =
80070005)
2004-08-17 17:40:39-0700 1160 7dc DM: pDownloadJob->Init failed with
0x80246008.
2004-08-17 17:40:39-0700 1160 7dc Got error (hr = 80246008) starting update
0 in call 4. Notifying call.
2004-08-17 17:40:39-0700 1160 7dc Error 80246008 occurred while downloading
update; notifying dependent calls.
2004-08-17 17:40:39-0700 1160 7dc WU client persisted 1 download calls
2004-08-17 17:40:39-0700 1160 7dc Extended error for reported error 80246008
= 80070005
2004-08-17 17:40:39-0700 1160 7dc WU client persisted 1 download calls

microsoft.public.windowsupdate: WU v5, Can't download updates

2004-08-17 17:40:39-0700 1160 7dc WU client calls back to download call
{C8586192-E9CF-4E42-8C2F-74F254415A5E} with code Call complete and error 0
2004-08-17 17:40:39-0700 1160 7dc WU client completed and deleted call
{C8586192-E9CF-4E42-8C2F-74F254415A5E}
2004-08-17 17:40:39-0700 1160 7dc WU client persisted 0 download calls
2004-08-17 17:40:39-0700 1160 5e0 ISusInternal API failed
CClientCallRecorder::DisconnectCall with error 0x8024000c
2004-08-17 17:40:39-0700 3136 dc8 ISusInternal::DisconnectCall failed,
hr=8024000C
2004-08-17 17:40:40-0700 1160 7dc REPORT EVENT:
{015D4245-6E6C-46C8-973B-D1D9BF6764A4} 35 2004-08-17
17:40:35-0700 1 147 101 {00000000-0000-0000-0000-000000000000} 0 0 WindowsUpdate Success
Software Synchronization Agent has finished detecting items.
2004-08-17 17:40:40-0700 1160 7dc REPORT EVENT:
{7E332DE3-18CE-4454-9A8E-2D768FE7470E} 36 2004-08-17
17:40:39-0700 1 161 101 {A4B72ADB-A5D2-4C54-934F-17070ABBE665} 100 80246008
WindowsUpdate Failure Content Download Error: Download failed.
2004-08-17 17:45:39-0700 3680 83c Out of proc datastore is shutting down
2004-08-17 17:45:40-0700 3680 83c Out of proc datastore is now inactive
2004-08-17 18:03:45-0700 1160 114 ISusInternal API failed
CClientCallRecorder::DisconnectCall with error 0x8024000c
2004-08-17 18:03:45-0700 3136 dc8 ISusInternal::DisconnectCall failed,
hr=8024000C
2004-08-17 18:09:30-0700 588 288 Trying to make out of proc datastore active
2004-08-17 18:09:31-0700 588 288 Out of proc datastore is now active
2004-08-17 18:12:59-0700 1160 5e0 ISusInternal API failed
CClientCallRecorder::DisconnectCall with error 0x8024000c
2004-08-17 18:12:59-0700 3136 c44 ISusInternal::DisconnectCall failed,
hr=8024000C
2004-08-17 18:14:31-0700 588 288 Out of proc datastore is shutting down
2004-08-17 18:14:32-0700 588 288 Out of proc datastore is now inactive