

## Re: Error Code: 80070005 – DM: SusMakeDirectoryW failed with 0x80070005.

*Source:* <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-08/5149.html>

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*Date:* 08/26/04

Date: Wed, 25 Aug 2004 18:27:41 -0700

Craig, can you please do the following from a cmd prompt:

```
cd /d %windir%\softwaredistribution\download
cacls .
```

And then send me the output?

Thanks.

Derek

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"Craig Cockburn" <[craig@siliconglen.com](mailto:craig@siliconglen.com)> wrote in message  
news:mBQ2agJrpRLBFwSY@siliconglen.com...

```
> I receive this error when attempting to download XP SP2 both by manual
updates and I see from the log that an automatic update also
> failed with the same error.
```

```
>
```

```
> Error Code: 80070005
```

```
>
```

```
> Here is the extract from the log file. I'm using XP Home on ADSL and an
administrator account. All updates prior to XP SP2 installed
> no problem. computer has 193Mb free on C: (Windows 98 partition) and
2.12Gb free on D: (Windows XP).
```

```
>
```

```
> The relevant seems to be
> DM: SusMakeDirectoryW failed with 0x80070005.
```

```
>
```

```
> I have looked here:
```

```
> http://support.microsoft.com/default.aspx?scid=kb;en-us;836926
```

```
> But it doesn't seem to be any of those issues.
```

```
>
```

```
> Any help gratefully accepted
```

```
>
```

```
> many thanks
```

```
>
```

```
> Extract of log
```

```
>
```

```
> 2004-08-25      23:32:37+0100   2420   fd0      Checking for different
Redirector at: http://download.windowsupdate.com/msdownload/upd
```

```
> ate/v5/redir/wuredir.cab
```

microsoft.public.windowsupdate: Re: Error Code: 80070005 – DM: SusMakeDirectoryW failed with 0x80070005.

```
> 2004-08-25      23:32:37+0100    2420    fd0      WinInet: Server file is
not newer.  Skipping download.
> 2004-08-25      23:32:37+0100    2420    fd0      Successfully refreshed
Redirector cab.
> 2004-08-25      23:32:37+0100    2420    fd0      WinInet: Server file is
not newer.  Skipping download.
> 2004-08-25      23:32:39+0100    2420    fd0      WinInet: Download speed is
34917 bytes/sec
> 2004-08-25      23:32:39+0100    2420    fd0      WinInet: Successfully
downloaded http://v5.windowsupdate.microsoft.com/SelfUpdate/AU/x
> 86/XP/en/wusetup.cab to file
D:\WINDOWS\SoftwareDistribution\WebSetup\wusetup.cab
> 2004-08-25      23:32:39+0100    2420    fd0      Loading inf file
D:\WINDOWS\SoftwareDistribution\WebSetup\wusetup.inf
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: cdm: Index:
0
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: iuengine:
Index: 1
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: wuapi:
Index: 2
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: wuaucflt:
Index: 3
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: wuaucflt1:
Index: 4
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: wuaucpl:
Index: 5
> 2004-08-25      23:32:39+0100    2420    fd0      Section name:
wuaueng_WebSetup: Index: 6
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: wuauengl:
Index: 7
> 2004-08-25      23:32:39+0100    2420    fd0      Section name:
wuauserv_WebSetup: Index: 8
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: wucltui:
Index: 9
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: wups: Index:
10
> 2004-08-25      23:32:39+0100    2420    fd0      Section name: winhttp:
Index: 11
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\cdm.dll is: 5,5,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\cdm.dll: Target version: 5.5.3790.2182 Required:
> 5.5.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\iuengine.dll is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\iuengine.dll: Target version: 5.4.3790.2182 Required:
> 5.4.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\wuapi.dll is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\wuapi.dll: Target version: 5.4.3790.2182 Required:
> 5.4.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\wuaucflt.exe is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\wuaucflt.exe: Target version: 5.4.3790.2182 Required:
> 5.4.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\wuaucflt1.exe is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\wuaucflt1.exe: Target version: 5.4.3790.2182 Required:
```

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```
> 5.4.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\wuauclpl.cpl is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\wuauclpl.cpl: Target version: 5.4.3790.2182 Required:
> 5.4.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\wuaueng.dll is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\wuaueng.dll: Target version: 5.4.3790.2182 Required:
> 5.4.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\wuaueng1.dll is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\wuaueng1.dll: Target version: 5.4.3790.2182 Required:
> 5.4.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\wucltui.dll is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\wucltui.dll: Target version: 5.4.3790.2182 Required:
> 5.4.3790.2182
> 2004-08-25      23:32:39+0100    2420    fd0      Required Version for
binary D:\WINDOWS\System32\wups.dll is: 5,4,3790,2182
> 2004-08-25      23:32:39+0100    2420    fd0      Binary:
D:\WINDOWS\System32\wups.dll: Target version: 5.4.3790.2182 Required:
> 5.4.3790.2182
> 2004-08-25      23:32:48+0100     740     568     WU client succeeds
CClientCallRecorder::BeginFindUpdates from WindowsUpdate with call
> id {0FF9A23D-E1BD-4288-BB56-D56C8B2280C3}
> 2004-08-25      23:32:48+0100     740     5f8     WU client executing call
{0FF9A23D-E1BD-4288-BB56-D56C8B2280C3} of type Search Call
> 2004-08-25      23:32:49+0100    3896    e84     Trying to make out of proc
datastore active
> 2004-08-25      23:32:51+0100    3896    e84     Out of proc datastore is
now active
> 2004-08-25      23:32:54+0100     740     5f8     PT: Using serverID
{9482F4B4-E343-43B6-B170-9A65BC822C77}
> 2004-08-25      23:32:54+0100     740     5f8     PT: Using server URL
https://v5.windowsupdate.microsoft.com/ClientWebService/client.as
> mx
> 2004-08-25      23:32:56+0100     740     5f8     Add header for
accept-encoding: xpress succeeded
> 2004-08-25      23:32:57+0100     740     5f8     DetectCompressionType
returning type 1, hr=0x0
> 2004-08-25      23:32:58+0100     740     5f8     Add header for
accept-encoding: xpress succeeded
> 2004-08-25      23:33:00+0100     740     5f8     DetectCompressionType
returning type 1, hr=0x0
> 2004-08-25      23:33:02+0100     740     5f8     PT: Using serverID
{9482F4B4-E343-43B6-B170-9A65BC822C77}
> 2004-08-25      23:33:02+0100     740     5f8     PT: Using server URL
https://v5.windowsupdate.microsoft.com/ClientWebService/client.as
> mx
> 2004-08-25      23:33:02+0100     740     5f8     Add header for
accept-encoding: xpress succeeded
> 2004-08-25      23:33:02+0100     740     5f8     DetectCompressionType
returning type 1, hr=0x0
> 2004-08-25      23:33:05+0100     740     5f8     WU client add update
{7477AF62-8F9B-4F32-9DAF-7AB452E52396}.107 to search result
> 2004-08-25      23:33:05+0100     740     5f8     WU client found 1 updates
and 10 categories in search
> 2004-08-25      23:33:05+0100     740     5f8     WU client finished
```

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```
Searching for update
> 2004-08-25      23:33:05+0100      740      5f8      WU client calls back to
search call WindowsUpdate with code Call complete and error 0
> 2004-08-25      23:33:05+0100      740      5f8      WU client completed and
deleted call {0FF9A23D-E1BD-4288-BB56-D56C8B2280C3}
> 2004-08-25      23:33:10+0100      740      5f8      REPORT EVENT:
{8B35E619-AA73-4464-9DEC-4BDFE3211AD0}      87      2004-08-25
> 23:33:05+0100      1      147      101
{00000000-0000-0000-0000-000000000000}      0      0      WindowsUpdate
Success Software
> Synchronization Agent has finished detecting items.
> 2004-08-25      23:33:21+0100      740      5f8      WU client executing call
{EE42D5E3-2889-4EF1-973E-7B97E60E1C9B} of type Download Call
> 2004-08-25      23:33:21+0100      740      568      WU client persisted 1
download calls
> 2004-08-25      23:33:21+0100      740      568      WU client succeeds
CClientCallRecorder::BeginDownloadUpdates from WindowsUpdate with
> call id {EE42D5E3-2889-4EF1-973E-7B97E60E1C9B}
> 2004-08-25      23:33:21+0100      740      5f8      Dumping out update 1 of 1
> 2004-08-25      23:33:21+0100      740      5f8      title = Windows XP Service
Pack 2
> 2004-08-25      23:33:21+0100      740      5f8      dumping updateId
{7477AF62-8F9B-4F32-9DAF-7AB452E52396}.107 bundling 2 updates
> 2004-08-25      23:33:21+0100      740      5f8      bundled update No. 1 is
{0F08D916-7942-4921-98F6-846F4A10DC05}.105
> 2004-08-25      23:33:21+0100      740      5f8      bundled update No. 2 is
{12497FC5-D5E1-49A8-8E44-26CBA6400DD7}.105
> 2004-08-25      23:33:21+0100      740      5f8      DM: SusMakeDirectoryW
failed with 0x80070005.
> 2004-08-25      23:33:21+0100      740      5f8      Error 80070005 occurred
while downloading update; notifying dependent calls.
> 2004-08-25      23:33:21+0100      740      5f8      WU client persisted 1
download calls
> 2004-08-25      23:33:21+0100      740      5f8      WU client persisted 1
download calls
> 2004-08-25      23:33:21+0100      740      5f8      WU client calls back to
download call {EE42D5E3-2889-4EF1-973E-7B97E60E1C9B} with code
> Call complete and error 0
> 2004-08-25      23:33:21+0100      740      5f8      WU client completed and
deleted call {EE42D5E3-2889-4EF1-973E-7B97E60E1C9B}
> 2004-08-25      23:33:21+0100      740      5f8      WU client persisted 0
download calls
> 2004-08-25      23:33:22+0100      740      260      ISusInternal API failed
CClientCallRecorder::DisconnectCall with error 0x8024000c
> 2004-08-25      23:33:22+0100      2420      fd0
ISusInternal::DisconnectCall failed, hr=8024000C
> 2004-08-25      23:33:26+0100      740      5f8      REPORT EVENT:
{CAB5B641-EB7B-4932-BAB9-5815F51EF903}      88      2004-08-25
> 23:33:21+0100      1      161      101
{7477AF62-8F9B-4F32-9DAF-7AB452E52396}      107      80070005
WindowsUpdate Failure
> Content Download      Error: Download failed.
> 2004-08-25      23:33:26+0100      740      5f8      REPORT EVENT:
{24E7E7AE-73BC-4E93-A918-AFF3146D1C5E}      89      2004-08-25
> 23:33:21+0100      1      161      101
{12497FC5-D5E1-49A8-8E44-26CBA6400DD7}      105      80070005
WindowsUpdate Failure
> Content Download      Error: Download failed.
> 2004-08-25      23:38:32+0100      3896      e84      Out of proc datastore is
shutting down
> 2004-08-25      23:38:33+0100      3896      e84      Out of proc datastore is
now inactive
```

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> Craig Cockburn ("coburn"). SiliconGlen.com Ltd. <http://SiliconGlen.com>

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