

microsoft.public.windowsupdate: Re: Update of Windows Update fails with error 0x80070005

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Date: Mon, 06 Sep 2004 03:20:56 +0200

Hi

Try this:

On a freshly rebooted computer, do this as first thing:

Start regedit.exe and delete the following key (contains the WU service configuration):

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\wuauserv

Do a reboot again.

Then run this command line, it installs the AutoUpdate service (line will wrap in the newsreader!):

```
%SystemRoot%\System32\rundll32.exe setupapi,InstallHinfSection AutoUpdate  
132 %SystemRoot%\inf\au.inf
```

(it must be a space between AutoUpdate and 132)

If it asks for your OS CD-ROM to get some files, just point it to the folder %windir%\servicepackfiles\i386

Do a reboot again.

Then check if you can start and stop the Automatic Updates service successfully.

Please post back the result :-)

mimo wrote:

```
> Hi,  
> thanks for the reply. I checked the mentioned %windir%\WindowsUpdate.log  
> file and the following lines seem to be relevant:
```

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> -----
> ...
> 2004-09-04 14:11:56+0200 3928 764 Failed to stop service wuauserv due to
> 0x80070005
> 2004-09-04 14:11:56+0200 3928 764 Warning: Continuing even though wuauserv
> service could not be stopped: 0x80070005
> ...
> 2004-09-04 14:12:02+0200 3928 764 Starting Registry operations for section
> wuaueng_WebSetup..
> 2004-09-04 14:12:02+0200 3928 764 Registration:
> C:\WINDOWS\System32\regsvr32.exe /s "C:\WINDOWS\System32\wuaueng.dll"
> 2004-09-04 14:12:03+0200 4084 ff8 OpenService failed with error 0x80070005
> 2004-09-04 14:12:03+0200 4084 ff8 WU client fail to create WU service with
> error 0x80070005
> 2004-09-04 14:12:03+0200 3928 764 Registration failed with error 0x80070005
> 2004-09-04 14:12:03+0200 3928 764 Completed registration operations for
> section wuaueng_WebSetup: status 0x80070005
> 2004-09-04 14:12:03+0200 3928 764 Rollback: Copied
> C:\WINDOWS\System32\cdm.dll.wusetup.441885.bak back to
> C:\WINDOWS\System32\cdm.dll successfully
> ...
> 2004-09-04 14:12:03+0200 3928 764 Rollback: Deleted file
> C:\WINDOWS\System32\wups.dll successfully
> 2004-09-04 14:12:03+0200 3928 764 Failed to restart service wuauserv:
> 0x80070005
> -----
>
> Checking the list of defined system services there is indeed a service
> "Automatic Update" defined and marked as "started". Trying to stop that
> service manually yields a popup
> -----
> Could not stop the Automatic Updates service on Local Computer.
> Error 5: Access is denied
> [OK]
> -----
>
> The "Error 5" seems to coincide with the second part of the 80070005 error
> number, so the problem indeed seems to be, that this automatic update process
> is running and can't be stopped (probably it's code needs to be replaced
> during the update).
> But why can't stop that process even though I am member of the
> Administrators-group? Even if I log in as "Administrator" I can't stop that
> process – I get the same error message.
>
> Investigating this further I also noticed, that suddenly all the settings of
> the dialog ControlPanel => System => Automatic Updates are grayed out. I
> know, that such behaviour can be configured as part of a group or domain's
> security policy but this shouldn't be the case here (my system is part of a
> domain, but our domain admins took an oath, that they didn't touch nor fiddle
> with these security settings – or at least they are not aware and/or not
> intending to change this...).

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>

> *So, what else could cause this to behaviour? What are the settings (registry
> keys or such) that control these settings and what should be the settings
> (and their permissions), if enabling, disabling & changing of auto-update
> settings is to be allow for the user?*

>

> *Michael*

>

--

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Administration scripting examples and an ONLINE version of
the 1328 page Scripting Guide:
<http://www.microsoft.com/technet/scriptcenter/default.mspx>