

Re: 0x80072EFD

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-09/4153.html>

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cindy wrote:

> *I keep getting this message when I try to install the new update*
> *(SP2), on Windows XP. I did the troubleshooting and it still*
> *comes up. What can I do now? Cindy*

Hi

Some trouble shooting step for error 0x80072EFD here (I would think the most likely cause for your error is a Proxy/Firewall configuration error):

When accessing the Windows Update site, you receive the 0x80072EFD error.

<http://v5.windowsupdate.microsoft.com/v5consumer/showarticle.aspx?articleid=16&ln=en>

You should also try the steps here:

When searching for available updates on the Windows Update site, you receive the 0x8024402C, 0x80240030 or 0x8024502d error.

<http://v5.windowsupdate.microsoft.com/v5consumer/showarticle.aspx?articleid=26&ln=en>

You might need to use proxycfg.exe (see link above) to either set or remove a proxy server configuration:

Open a command prompt (Start/Run and then "cmd.exe" without the quotes").

Run this command to see what proxy configuration WU uses:

```
proxycfg
```

If you don't have a proxy, you will need status

Direct access (no proxy server).

If it reports anything else, to set direct access:

```
proxycfg -d
```

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To get more help on proxycfg:

proxycfg -?

Anyway, I suggest you use the full SP2 installation instead of Windows Updates to install SP2.

SP2 is available at the Microsoft Download Center (standalone "network" version, 266 MB):

<http://www.microsoft.com/downloads/details.aspx?FamilyID=049c9dbe-3b8e-4f30-8245-9e368d3cdb5a>

(disregard the "intended for IT professionals and developers" part, it can be used on a single computer as well)

If you do not have broadband at home, but you have at work or you have friends that have it, you can download it there and burn it to a CD.

If you think that the download is too large, you can get the same file on a CD from Microsoft.

The Windows XP SP2 CD order point:

http://www.microsoft.com/windowsxp/downloads/updates/sp2/cdorder/en_us/default.msp

For folders you can consider deleting and other disk cleanup tips after a successful SP2 installation, take a look here:

<http://groups.google.com/groups?selm=%2368Pw4r1EHA.3712%40TK2MSFTNGP15.phx.gbl>

Before installing SP2, you should take a look at the following sites:

What to Know Before You Download and Install Windows XP Service Pack 2

http://www.microsoft.com/windowsxp/sp2/sp2_whattoknow.msp

How to successfully install Windows XP Service Pack 2.

<http://www.fixyourwindows.com/winxpsp2install.htm>

Service Pack Installation Checklist

<http://www3.telus.net/dandemar/spackins.htm>

Please take a look at this Microsoft knowledge base article as well:

Windows XP Service Pack 2 is not available to install from Windows Update and is not offered by Automatic Updates

<http://support.microsoft.com/?kbid=885627>

Important part from the link above:

If you have T.V. Media from Total Velocity Corporation installed, or your processor is an Intel P4 Prescott with C-0 stepping, you should

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not install SP2.

Intel P4 Prescott processors came out February 2004, so if your computer is older than that, this is not an issue for you. Also, if you have a Dell, IBM or HP, this is not an issue.

If you suspect/know you have an Intel P4 Prescott processor, take a look at the two following Web sites for what you need to do/have to be able to install SP2 on the computer:

<http://forum.aumha.org/viewtopic.php?t=7447>

<http://cquirke.mvps.org/sp2intel.htm>

Also, if you have a Dell Dell Inspiron 1150 or 2650, you might get a slow running system after installing SP2, take a look at this thread for more on this:

<http://groups.google.com/groups?threadm=AsZ0d.18666%246q1.2076%40newssvr27.news.prodigy.com>

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torgeir, Microsoft MVP Scripting and WMI, Porsgrunn Norway
Administration scripting examples and an ONLINE version of
the 1328 page Scripting Guide:

<http://www.microsoft.com/technet/scriptcenter/default.aspx>