

Re: Error 0x80096001 while updating to SP2

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-09/5206.html>

From: Andrew Crabtree (*Crabtree_at_discussions.microsoft.com*)

Date: 09/20/04

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Daniel

I get the same problem as Martins. It happens every time I select either Express Install or Custom Install in Windows Update. It doesn't help me to do what you suggest.

I'd like to send you my windowsupdate.log but I can't see how to attach a file to this post.

Any help appreciated,
Andrew

"Daniel Chow [MSFT]" wrote:

> *Hi Martins,*
>
> *Are you consistently experiencing this problem? Does it help to clear the*
> *Internet Explorer file cache, close all browser windows and then retry? If*
> *not, can you please reply with c:\windows\windowsupdate.log (yes,*
> *windowsupdate is one word) attached?*
>
> *Thanks.*
>
> --
> *Daniel Chow*
> *Microsoft Corporation*
> *Windows Update Services*
> *dchowATmicrosoftDOTcom*
> *(I prefer to communicate through the newsgroup, so please do not email me*
> *unless necessary. Thx!)*
>
> =====
> *This posting is provided "AS IS" with no warranties, and confers no rights.*
> =====
>
> *"Martins Gulbis" <martins@gulbiscrafts.com> wrote in message*
> *news:OekiE6qlEHA.1008@tk2msftngp13.phx.gbl...*
> *Hello,*
> *I received the following error message when running windows update on an*

microsoft.public.windowsupdate: Re: Error 0x80096001 while updating to SP2

> > *xp home system:*
> >
> > *[Error number: 0x80096001]*
> > *Windows Update has encountered an error and cannot display the requested*
> > *page. You may find the following resources helpful in resolving the*
> *problem:*
> > *For self-help options:*
> >
> > *Windows Update Response Center*
> >
> > *Windows Update Troubleshooter*
> >
> > *Windows Update Newsgroups*
> > *For assisted support options:*
> >
> > *Microsoft Online Assisted Support (no-cost for Windows Update issues)*
> >
> >
> >
> > *Anyone have any ideas?*
> > *Thanks,*
> > *Martins*
> >
> >
>
>
>