

Re: Error 80070005

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-10/0908.html>

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<http://support.microsoft.com/default.aspx?scid=kb:EN-US:870700>

How to troubleshoot problems accessing secure Web pages with IE6 SP2

After you upgrade to Microsoft Internet Explorer 6.0 Service Pack 2 (SP2) in

Microsoft Windows XP SP2, some SSL-secured (128-Bit) Web pages and Web sites may not work correctly. Frequently, this behavior is caused by security changes in Windows XP SP2.

and

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

WinXP

Updates from the Windows Update Web site are not installed and an "Error

0x80070005: Access is denied" error message is logged to the Windows

Update.log file

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

Updates from the Windows Update Web site are not installed and an "Error 0x80070005:

Access is denied" error message is logged to the Windows Update.log file

This error message may occur if you have insufficient permissions to the Windows Update registry keys. The WindowsUpdate.log file will also read errors 0x80070005 and 0x80080005.

<http://v5.windowsupdate.microsoft.com/v5consumer/showarticle.aspx?articleid=13&ln=en>

Please also have a look at: "Access denied" section here:

http://www.michna.com/kb/WxSP2.htm#Cannot_install_Service_Pack_2

and also:-

You receive an "Access is denied" error message when you try to install Windows XP Service Pack 2

<http://support.microsoft.com/?kbid=873148>

If KB 873148 is not available

â€ You receive an "Access is denied" error message when you try to install Windows XP Service Pack 2

Important This article contains information about modifying the registry. Before you modify the registry, make sure to back it up and make sure that you understand how to restore the registry if a problem occurs. For information about how to back up,

restore, and edit the registry, click the following article number to view the article in the Microsoft Knowledge Base:

256986 Description of the Microsoft Windows Registry

SYMPTOMS

When you try to install Microsoft Windows XP Service Pack 2 (SP2), you may experience the following issues:

You cannot install the service pack.

You receive the following error message:

Service Pack setup has failed. Access Denied

The Setupapi.log file contains references that indicate that one or more registry keys could not be deleted while the Setup program was running.

CAUSE

These issues may occur when permissions on one or more registry keys are restricted in a way that prevents the administrator who installs the update from updating the registry keys. Failure to update a registry key causes the Setup program to fail.

WORKAROUND

Warning If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk. To work around this issue, examine the Svcpack.log file to find the registry keys that are causing this issue, and then modify the registry permissions to give access to the user who is trying to install the service pack. To do this, follow these steps:

1. Make sure that the user who is trying to install the service pack is a member of the Administrators security group.
2. Open the Svcpack.log file. By default, this file is located in the C:\Windows folder.
3. Search the log file for references to registry permissions issues. Make a note of the registry keys that are referenced.
4. Click Start, click Run, type regedit, and then click OK to start Registry Editor.
5. Locate and right-click the registry keys that you noted in step 3 of this procedure, and then click Permissions.
6. Examine the permissions that are configured for each user or group. Identify the restricted permissions that are affecting the user who is trying to install the service pack. Make sure the Administrators group has full access configured.

7. Quit Registry Editor.

After you follow these steps, try again to install the service pack.

"Sherry" <Sherry@discussions.microsoft.com> wrote in message
news:8175FF95-0301-496F-BAEA-F558C3CB9AEE@microsoft.com...
> *I can't seem to be able to download the automatic updates--continued "failed"*
> *received. Also can't get to certain websites that I've been to before.*
> *Continue to receive the IE cannot access this website--try refresh or work*
> *offline message--any suggestions?*