

## Re: Win Server 2003 -- 0x80072F78

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-04/msg01326.html>

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- *From:* "Jim Moon" <jmoon()at(uab.edu)>
  - *Date:* Wed, 13 Apr 2005 08:53:16 -0500
- 

Hi Pat,

Thank you very much for your response.

There is no proxy, so I tried "Method 1", as you described (below).

That worked! And it's just in time for this new set of security updates!

Thanks again,  
Jim Moon

"Pat Walters [MSFT]" <a-patwal@xxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:O8nej64PFHA.3196@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

> "Jim Moon",

>

> I am sorry you are hitting this issue, and I want to help. After  
> installing Service Pack 1 of Windows Server 2003, the technology used to  
> deliver updates from Windows Update changed. You notice that the website  
> address is different, and now there are two buttons: Custom Install and  
> Express install, where the site used to just have one "Scan for updates.

>

> As such, the technology has changed the way the service scans through the  
> proxy server. Now, the service must be configured for this access,  
> depending on the configuration of your network. There are really three  
> ways to proceed, depending again on your configuration. Please follow  
> Method 1 if any of these terms are not clear, and be sure to check with  
> your IT staff for these settings, as they will know whether or not the  
> server name/IP address or port number is needed.

>

> Use Method 1 if the following is true:

> A) You do not know the proxy server name or its IP address and/or

> B) You do not know the port number used for HTTP access from your network

> and

> C) You cannot find the above items specified in the LAN Settings of the

> Internet Explorer:

>

> Use Method 2 if:

- > A) You know both the proxy server name or its IP address and
- > B) You know the port number used for HTTP access from your network and
- > C) Your IT staff has given permission to specify these in your Internet Explorer window or you can find these LAN Settings in the Internet Options of Internet Explorer.
- >
- > Use Method 3 if:
- > A) You know both the proxy server name or its IP address and port number for HTTP access and
- > B) These settings cannot be found at the LAN Settings in the Internet Options of Internet Explorer.
- >
- >
- > Method 1:
- > 1. In Internet Explorer, click Tools
- > 2. Click Internet Options
- > 3. Click the Connections tab
- > 4. Click the LAN Settings... button
- > 5. In the Proxy server section, check that the Address and Port number are greyed out and have no value listed.
- > 6. On this same window, check the "Automatically detect settings" checkbox
- > 7. Click OK to exit the Local Area Network (LAN) Settings window
- > 8. Click OK to exit Internet Options
- > 9. Click Start
- > 10. Click Run
- > 11. Type: cmd <Enter>
- > 12. In the Command Prompt, type: proxycfg -d <Enter> <--This will clear the proxy cache and set the proxy to direct access
- > 13. Type: proxycfg -u <Enter> <--This will set the proxy to autodetect in the same way that Internet Explorer will.
- >
- >
- > Method 2:
- > 1. In Internet Explorer, click Tools
- > 2. Click Internet Options
- > 3. Click the Connections tab
- > 4. Click the LAN Settings... button
- > 5. In the Proxy server section, check the checkbox: "Use a proxy server for your LAN"
- > 6. In the Address field, enter the Proxy server name or IP address
- > 7. In the Port field, enter the port number which is used by the proxy server for HTTP.
- > 8. Be sure to check the "Bypass proxy server for local addresses" unless specifically instructed not to by the IT staff
- > 9. Click OK to exit the Local Area Network (LAN) Settings window
- > 10. Click OK to exit Internet Options
- > 11. Click Start
- > 12. Click Run
- > 13. Type: cmd <Enter>
- > 14. In the Command Prompt, type: proxycfg -d <Enter> <--This will

> clear the proxy cache and set the proxy to direct access  
> 15. Type: proxycfg -u <Enter> <---This will set the proxy to use the  
> proxy server you just specified in steps 5-7.  
> 16. Type: exit <Enter> to close the Command Prompt.  
>  
> Method 3  
> 1. Type: cmd <Enter>  
> 2. In the Command Prompt, type: proxycfg -d <Enter> <---This will  
> clear the proxy cache and set the proxy to direct access  
> 3. Type: proxycfg -p PROXYNAME:8080 <Enter> <---Please replace  
> PROXYNAME with the NETBIOS name of your proxy server or its IP address.  
> Directly following the colon should come the port number used for HTTP.  
> An example would be as follows:  
> C:>proxycfg -p MYPROXY:80  
>  
> After Action:  
> Once the proxy has been set, please use a new Internet Explorer window and  
> try to access Windows Update again.  
>  
> Let us know how this goes.  
>  
> Sincerely,  
>  
> Pat Walters [MSFT]  
>  
> This posting is provided "AS IS" with no warranties, and confers no  
> rights. Use of included script samples are subject to the terms specified  
> at <http://www.microsoft.com/info/copyright.htm>  
>  
> "Jim Moon" <jmoon@atOuab.edu> wrote in message  
> news:OIwjVdTOFHA.688@xxxxxxxxxxxxxxxxxxxxxxxxxxxx  
>> Three days ago, Windows Update successfully delivered SP1 for Windows  
>> Server 2003.  
>>  
>> Now, when going to Windows Update, the scan is successful. But, upon  
>> selection of Custom Install or Express Install, I get:  
>> "We're Sorry"  
>> Error 0x80072F78  
>> "Windows Update has encountered an error and cannot display the requested  
>> page..."  
>>  
>> Yesterday, in the application logs, I found this pair of errors 8 times  
>> in the span of 16 seconds:  
>>  
>> Event Type: Error  
>> Event Source: crypt32  
>> Event Category: None  
>> Event ID: 11  
>> Date: 4/3/2005  
>> Time: 3:08:41 PM  
>> User: N/A

>> Computer: GENOME-MARS

>> Description:

>> Failed extract of third-party root list from auto update cab at:

>> <<http://www.download.windowsupdate.com/msdownload/update/v3/static/trustedr/en/authrootstl.cab>>

>> with error: A required certificate is not within its validity period when

>> verifying against the current system clock or the timestamp in the signed

>> file.

>> For more information, see Help and Support Center at

>> <http://go.microsoft.com/fwlink/events.asp>.

>>

>> Event Type: Error

>> Event Source: crypt32

>> Event Category: None

>> Event ID: 8

>> Date: 4/3/2005

>> Time: 3:08:41 PM

>> User: N/A

>> Computer: GENOME-MARS

>> Description:

>> Failed auto update retrieval of third-party root list sequence number

>> from:

>> <<http://www.download.windowsupdate.com/msdownload/update/v3/static/trustedr/en/authrootseq.txt>>

>> with error: The server returned an invalid or unrecognized response

>> For more information, see Help and Support Center at

>> <http://go.microsoft.com/fwlink/events.asp>.

>>

>> So I downloaded the authrootstl.cab and look at the certificate

>> authroot.stl. The Certificate Trust List says "This certificate trust

>> list is not valid. The certificate that signed the list is not valid."

>>

>> How do I get past all of this, so that Windows Update is again available

>> to this Windows Server 2003 machine?

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>> Thanks,

>> Jim

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• Follow-Ups:

Re: Win Server 2003 -- 0x80072F78

- ◆ [Re: Win Server 2003 -- 0x80072F78](#)
  - ◇ [From: Bdobson](#)

• References:

- ◆ [Win Server 2003 -- 0x80072F78](#)
  - ◇ [From: Jim Moon](#)
- ◆ [Re: Win Server 2003 -- 0x80072F78](#)
  - ◇ [From: Pat Walters \[MSFT\]](#)
- Prev by Date: [Re: Microsoft.Net Framework will not install](#)
- Next by Date: [Re: Error 0x80244016 after Windows 2003 Server SP1 installed](#)
- Previous by thread: [Re: Win Server 2003 -- 0x80072F78](#)
- Next by thread: [Re: Win Server 2003 -- 0x80072F78](#)
- Index(es):
  - ◆ [Date](#)
  - ◆ [Thread](#)