

Re: Workaround for error code 80072EFD download critical updates failed

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-04/msg02399.html>

- *From:* "Pat Walters [MSFT]" <a-patwal@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 20 Apr 2005 17:58:57 -0700
-

"Birte",

Thank you for letting us know that you found a solution that works for you. In the specific case of getting 0x80072EFD, though, there is a more specific answer that does not require the user to change the method they use for Automatic Updates.

Here it is:

After moving from v4 to v5, the method of delivery of the actual updates changed. The old method did not carry null authentication at the site and did not care which proxy you were going out of. It would take the settings supplied by and set in Internet Explorer. Now that the site has changed methods, this previously-working solution no longer automatically pulls settings from Internet Explorer on clients that have proxy servers, and must be set directly at the command line on those same clients.

Try this (if you know your proxy settings, you can ignore step 1):

1. Open a single Internet Explorer browser and check proxy settings.
 - a. Click Tools
 - b. Click Internet Options...
 - c. When the "Internet Options" window opens, click the "Connections" tab at the top
 - d. Click the "LAN Settings..." button
 - e. When the "Local Area Network (LAN) Settings window opens, verify the proxy server name and port are correct.
 - f. Remember the name and port of this proxy server.
2. Open a Command Prompt
 - a. Click Start
 - b. Click Run
 - c. type cmd and press the <Enter> key
3. Set the proxy server explicitly for services
 - a. At the command prompt, type: proxycfg.exe and press the <Enter> key.
 - b. Verify that the server is not listed as <null> nor the port listed as <null>
 - c. Assuming the proxy information does not match what you have listed in

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Internet Explorer, please follow the remaining steps.

d. From the information gathered in step 1 f., type the following:

proxycfg.exe -p (proxy server name):(port number)

Example: proxycfg.exe -p MyServerRocks:8080

e. Repeat step 1a, looking to see if the Server name and port match the entries in Internet Explorer.

f. Once this is correct, open an Internet Explorer window and try again.

If this still does not work, there is a fix for ISA Server 2000, but of course you need access:

On ISA Server 2000

– Disable global authentication for web proxy requests

1. Open the ISA Management MMC
2. Select View, then Advanced
3. Expand Servers and Arrays
4. Right-Click on the <Array Name>
5. Select Properties
6. Select Outgoing Web Requests
7. Uncheck Ask Unauthenticated users for identification
8. Click Apply,
9. When prompted, select Save the changes and restart the service(s)
10. Click OK

– Create a destination set for Windows Update domains

1. Expand <Array Name> and Policy Elements
2. Right-click Destination Sets
3. Select New, then click Set
4. Enter "Windows Update" in the Name field, and click Next
5. Click Add
6. Enter *.download.microsoft.com in the Domain field
7. Leave the Path field blank
8. Click OK
9. Repeat steps 4 through 7 for the following domains:
*.windowsupdate.microsoft.com
https://*.windowsupdate.microsoft.com
10. Click OK

– Create an anonymous Site and Content rule for Windows Update requests

1. Expand Access Policy
2. Right-click Site and Content Rules
3. Select New, then Rule
4. Enter "Windows Update" in the Name field, and click Next
5. Select Allow and click Next
6. Select Allow access based on destination, and click Next
7. In the "Apply this rule to:" drop-down list, select Specified Destination Set
8. In the Name: drop-down list, select Windows Update
9. Click Next, then click Finish

Sincerely,

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Pat Walters [MSFT]

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"Birte" <loadhigh@xxxxxx> wrote in message <news:b2597755.0504140645.6d7fc660@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

> Hi NG.

>

> I want to post a solution, hope it helps someone else.

>

> This was the problem:

> after installation of XP SP2 we cannot download and install critical

> windows updates. Got error code 80072EFD.

>

> PC is:

> XP Workstation SP2

> Internet Explorer browse via internal proxy server, ISA 2000

> Firewall allows only proxy to surf the internet

>

> Solution:

> - go to services, stop the service microsoft firewall

> - go to system control > security center > automatic updates.

> set it to active

> change the setting to notify, no automatic download and

> installation

>

> Then download with proxy behind will work.

>

> Hope it helps!

> Birte

>

> Please do not send Emails to this address. They will be deleted

> automatically.

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• **References:**

◆ **Workaround for error code 80072EFD download critical updates failed**

◇ **From: Birte**

• **Prev by Date: Security Update KB835732 2.6MB**

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