

Re: Cannot update windows

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-11/msg00633.html>

- *From:* "Loh Hon Chun" <lohonch@xxxxxxxxxxxxxxxx>
 - *Date:* Fri, 18 Nov 2005 16:37:29 +0800
-

Get updates here

<http://support.microsoft.com/default.aspx?scid=kb:en-us:842773>

<http://support.microsoft.com/default.aspx?scid=kb:en-us:898461>

"WinUpd Wannabe" <WinUpd_Wannabe@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:D247FEAE-FD42-43DA-9E01-7B5D7307AE79@xxxxxxxxxxxxxxxx

>I have the same problem & get these errors:

> Following updates were not installed:

> Update for Background Intelligent Transfer Service (BITS) 2.0 & WinHTTP

> 5.11

> (KB842773)

> Microsoft Windows Installer 3.1

> Update for Windows XP (KB898461)

> These are required for getting critical updates, so I need to find out how

> to allow them to install.

> The suggestion to set Internet Options did not help. My options were

> already

> as suggested.

> "Loh Hon Chun" wrote:

>

>> BTW, this is the log. Just run the windowsupdate and got this. Notice how

>> long it took to attempt the update.

>>

>>

>> 2005-11-18 08:43:47+0800 1052 7e0 Service Main starts

>> 2005-11-18 08:43:47+0800 1052 7e0 Using BatchFlushAge = 32372.

>> 2005-11-18 08:43:47+0800 1052 7e0 Using SamplingValue = 225.

>> 2005-11-18 08:43:47+0800 1052 7e0 Successfully loaded event namespace

>> dictionary.

>> 2005-11-18 08:43:47+0800 1052 7e0 Successfully loaded client event

>> namespace

>> descriptor.

>> 2005-11-18 08:43:47+0800 1052 7e0 Successfully initialized local event

>> logger. Events will be logged at

>> C:\WINDOWS\SoftwareDistribution\ReportingEvents.log.

>> 2005-11-18 08:43:47+0800 1052 7e0 Successfully initialized NT event

>> logger.

>> 2005-11-18 08:43:47+0800 1052 7e0 Successfully initialized event uploader

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```
>> 0.
>> 2005-11-18 08:43:47+0800 1052 7e0 Successfully initialized event uploader
>> 1.
>> 2005-11-18 08:43:47+0800 1052 7e0 WU client with version 5.4.3790.2180
>> successfully initialized
>> 2005-11-18 08:43:47+0800 1052 7e0 Service status is now SERVICE_RUNNING
>> 2005-11-18 08:43:59+0800 1052 420 Service received logon notification
>> 2005-11-18 08:44:01+0800 1052 420 Service received connect notification
>> 2005-11-18 08:44:32+0800 1052 7e0 start delayed initialization of WU
>> client
>> 2005-11-18 08:44:33+0800 2628 a48 Trying to make out of proc datastore
>> active
>> 2005-11-18 08:44:34+0800 2628 a48 Out of proc datastore is now active
>> 2005-11-18 08:44:34+0800 1052 7e0 Client Call Recorder finished delayed
>> initialization
>> 2005-11-18 08:44:34+0800 1052 7e0 Setting next AU detection timeout to
>> 2005-11-18 00:44:34
>> 2005-11-18 08:44:34+0800 1052 7e0 AU finished delayed initialization
>> 2005-11-18 08:44:34+0800 1052 7e0 AU received event of 1
>> 2005-11-18 08:44:37+0800 1052 7e0 AU received event of 3
>> 2005-11-18 08:44:38+0800 1052 7e0 WU client succeeds
>> CClientCallRecorder::BeginFindUpdates from AutomaticUpdates with call id
>> {0EF4A4A9-034F-4D57-9DD8-3EC61633ED6B}
>> 2005-11-18 08:44:38+0800 1052 7e0 Cleared the proxy cache.
>> 2005-11-18 08:44:38+0800 1052 ab4 WU client executing call
>> {0EF4A4A9-034F-4D57-9DD8-3EC61633ED6B} of type Search Call
>> 2005-11-18 08:44:38+0800 1052 ab4 Checking for different Redirector at:
>> http://download.windowsupdate.com/msdownload/update/v5/redirect/wuredir.cab
>> 2005-11-18 08:45:22+0800 1052 5fc WU client succeeds
>> CClientCallRecorder::EnumerateService
>> 2005-11-18 08:45:27+0800 1052 5fc WU client succeeds
>> CClientCallRecorder::EnumerateService
>> 2005-11-18 08:46:49+0800 1052 ab4 Send failed with hr = 80072ee2.
>> 2005-11-18 08:46:49+0800 1052 ab4 SendRequest failed with hr = 80072ee2.
>> Proxy List used: <(null)> Bypass List used : <(null)>
>> 2005-11-18 08:46:49+0800 1052 ab4 DownloadFileInternal failed for
>> http://download.windowsupdate.com/msdownload/update/v5/redirect/wuredir.cab:
>> error 0x80072ee2
>> 2005-11-18 08:46:49+0800 1052 ab4 Failed to download the Redirector cab
>> on
>> try 1: 0x80072ee2
>> 2005-11-18 08:46:49+0800 1052 ab4 Checking for different Redirector at:
>> http://download.microsoft.com/windowsupdate/v5/redirect/wuredir.cab
>> 2005-11-18 08:46:49+0800 1052 ab4 Checking for different Redirector at:
>> http://windowsupdate.microsoft.com/v5/redirect/wuredir.cab
>> 2005-11-18 08:46:50+0800 1052 ab4 GetWuidentUrlFromRedirector failed due
>> to
>> error 0x80245003
>> 2005-11-18 08:46:50+0800 1052 ab4 IsUpdateRequired failed with error
>> 0x80245003
>> 2005-11-18 08:46:50+0800 1052 ab4 OS Version = 5.1.2600.2.0.65792
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```
>> 2005-11-18 08:46:51+0800 1052 ab4 Computer Brand = FUJITSU
>> 2005-11-18 08:46:51+0800 1052 ab4 Computer Model = LifeBook S Series
>> 2005-11-18 08:46:51+0800 1052 ab4 Bios Revision = Version 1.04
>> 2005-11-18 08:46:51+0800 1052 ab4 Bios Name = Phoenix FirstBIOS(tm)
>> Notebook
>> Pro Version 2.0
>> 2005-11-18 08:46:51+0800 1052 ab4 Bios Release Date = 2003-05-19T00:00:00
>> 2005-11-18 08:46:51+0800 1052 ab4 Locale ID = 1033
>> 2005-11-18 08:46:51+0800 1052 ab4 ClientVersion: iuengine.dll =
>> 5.4.3790.2180
>> 2005-11-18 08:46:51+0800 1052 ab4 ClientVersion: wuapi.dll =
>> 5.4.3790.2180
>> 2005-11-18 08:46:51+0800 1052 ab4 ClientVersion: wuauctl.exe =
>> 5.4.3790.2180
>> 2005-11-18 08:46:51+0800 1052 ab4 ClientVersion: wuauctl1.exe =
>> 5.4.3790.2180
>> 2005-11-18 08:46:51+0800 1052 ab4 ClientVersion: wuacpl.cpl =
>> 5.4.3790.2180
>> 2005-11-18 08:46:51+0800 1052 ab4 ClientVersion: wuaueng.dll =
>> 5.4.3790.2180
>> 2005-11-18 08:46:52+0800 1052 ab4 ClientVersion: wuaueng1.dll =
>> 5.4.3790.2180
>> 2005-11-18 08:46:52+0800 1052 ab4 ClientVersion: wuauserv.dll =
>> 5.4.3790.2180
>> 2005-11-18 08:46:52+0800 1052 ab4 ClientVersion: wucltui.dll =
>> 5.4.3790.2180
>> 2005-11-18 08:46:52+0800 1052 ab4 PT: Using serverID
>> {9482F4B4-E343-43B6-B170-9A65BC822C77}
>> 2005-11-18 08:46:52+0800 1052 ab4 PT: Using server URL
>> https://update.microsoft.com/ClientWebService/client.aspx
>> 2005-11-18 08:46:52+0800 1052 ab4 PT: Calling GetConfig on server
>> 2005-11-18 08:46:52+0800 1052 ab4 Add header for accept-encoding: xpress
>> succeeded
>> 2005-11-18 08:46:54+0800 1052 ab4 DetectCompressionType returning type 0,
>> hr=0x1
>> 2005-11-18 08:46:54+0800 1052 ab4 GetConfig: 0x8024400a
>> 2005-11-18 08:46:54+0800 1052 ab4 PT: Cannot recover from fault,
>> origin=GetConfig, hr=0x8024400a
>> 2005-11-18 08:46:54+0800 1052 ab4 Sync of Updates: 0x8024400a
>> 2005-11-18 08:46:54+0800 1052 ab4 WU client failed Searching for update
>> with
>> error 0x8024400a
>> 2005-11-18 08:46:54+0800 1052 ab4 Search Callback Failed, hr is
>> 0x8024400a
>> 2005-11-18 08:46:54+0800 1052 ab4 Setting next AU detection timeout to
>> 2005-11-18 05:46:54
>> 2005-11-18 08:46:54+0800 1052 ab4 WU client calls back to search call
>> AutomaticUpdates with code Call failed and error 0x8024400a
>> 2005-11-18 08:46:54+0800 1052 ab4 WU client completed and deleted call
>> {0EF4A4A9-034F-4D57-9DD8-3EC61633ED6B}
>> 2005-11-18 08:46:57+0800 1052 430 REPORT EVENT:
```

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```
>> {79391427-B335-4A4F-ACEA-2E947A7A0B02} 7 2005-11-18 08:46:50+0800 1 148
>> 101
>> {D67661EB-2423-451D-BF5D-13199E37DF28} 0 80245003 SelfUpdate Failure
>> Software Synchronization Error: Agent failed detecting with reason:
>> 0x80245003
>> 2005-11-18 08:46:57+0800 1052 430 REPORT EVENT:
>> {87C3FFDB-0712-4BC7-9A64-5AB06878D110} 8 2005-11-18 08:46:54+0800 1 148
>> 101
>> {00000000-0000-0000-0000-000000000000} 0 8024400a AutomaticUpdates
>> Failure
>> Software Synchronization Error: Agent failed detecting with reason:
>> 0x8024400a
>> 2005-11-18 08:46:57+0800 1052 430 Reopened existing event cache file at
>>
C:\WINDOWS\SoftwareDistribution\EventCache\{5B6D0994-99A1-4DE8-AF6C-DD82EE855B8D}.bin
>> for writing.
>> 2005-11-18 08:46:57+0800 1052 430 Reopened existing event cache file at
>> C:\WINDOWS\SoftwareDistribution\EventCache\{5F9A74F9-59D8-4C9A-878E-64E527739A2F}.bin
>> for writing.
>> 2005-11-18 08:50:37+0800 1052 16c WU client succeeds
>> CClientCallRecorder::EnumerateService
>> 2005-11-18 08:51:05 1084 b78 Misc ===== Logging initialized
>> (build:
>> 5.8.0.2469, tz: +0800) =====
>> 2005-11-18 08:51:05 1084 b78 Misc = Process: C:\Program Files\Internet
>> Explorer\iexplore.exe
>> 2005-11-18 08:51:05 1084 b78 Misc = Module:
>> C:\WINDOWS\system32\wuweb.dll
>> 2005-11-18 08:51:05 1084 b78 Misc WARNING: DownloadFileInternal failed
>> for
>> http://download.windowsupdate.com/v6/windowsupdate/redirect/wuredir.cab:
>> error
>> 0x80072ee2
>> 2005-11-18 08:52:03+0800 1052 420 Service received logoff notification
>> 2005-11-18 08:52:03+0800 1052 7e0 AU received event of 3
>> 2005-11-18 08:52:07+0800 1052 7e0 Cleared the proxy cache.
>> 2005-11-18 08:52:08+0800 1052 16c AU Restart required....
>> 2005-11-18 08:52:08+0800 1052 7e0 AU received event of 1
>> 2005-11-18 08:52:08+0800 1052 7e0 AU is paused, not initializing any
>> handlers
>> 2005-11-18 08:52:10+0800 1052 420 Service received
>> SERVICE_CONTROL_SHUTDOWN
>> control
>> 2005-11-18 08:52:10+0800 1052 7e0 Exiting Service Main
>> 2005-11-18 08:52:10+0800 2628 a48 Out of proc datastore is shutting down
>> 2005-11-18 08:52:10+0800 1052 7e0 WUAUENG ServiceMain exits. Exit code is
>> 0x240001
>> 2005-11-18 08:52:12+0800 2628 a48 Out of proc datastore is now inactive
>> 2005-11-18 08:53:26+0800 1036 d4 Service Main starts
>> 2005-11-18 08:53:26+0800 1036 d4 Using BatchFlushAge = 32372.
>> 2005-11-18 08:53:26+0800 1036 d4 Using SamplingValue = 225.
```

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>> 2005-11-18 08:53:26+0800 1036 d4 Successfully loaded event namespace
>> dictionary.
>> 2005-11-18 08:53:26+0800 1036 d4 Successfully loaded client event
>> namespace
>> descriptor.
>> 2005-11-18 08:53:26+0800 1036 d4 Successfully initialized local event
>> logger. Events will be logged at
>> C:\WINDOWS\SoftwareDistribution\ReportingEvents.log.
>> 2005-11-18 08:53:26+0800 1036 d4 Successfully initialized NT event
>> logger.
>> 2005-11-18 08:53:26+0800 1036 d4 Successfully initialized event uploader
>> 0.
>> 2005-11-18 08:53:26+0800 1036 d4 Reopened existing event cache file at
>> C:\WINDOWS\SoftwareDistribution\EventCache\{5F9A74F9-59D8-4C9A-878E-64E527739A2F}.bin
>> for writing.
>> 2005-11-18 08:53:26+0800 1036 d4 Successfully initialized event uploader
>> 1.
>> 2005-11-18 08:53:27+0800 1036 d4 WU client with version 5.4.3790.2180
>> successfully initialized
>> 2005-11-18 08:53:27+0800 1036 d4 Service status is now SERVICE_RUNNING
>> 2005-11-18 08:53:28+0800 1036 410 Service received connect notification
>> 2005-11-18 08:54:12+0800 1036 d4 start delayed initialization of WU
>> client
>> 2005-11-18 08:54:12+0800 2648 a5c Trying to make out of proc datastore
>> active
>> 2005-11-18 08:54:14+0800 2648 a5c Out of proc datastore is now active
>> 2005-11-18 08:54:14+0800 1036 d4 Client Call Recorder finished delayed
>> initialization
>> 2005-11-18 08:54:14+0800 1036 d4 AU finished delayed initialization
>> 2005-11-18 08:54:14+0800 1036 d4 Cleared the proxy cache.
>> 2005-11-18 08:54:14+0800 1036 d4 AU received event of 1
>> 2005-11-18 08:54:14+0800 1036 d4 WU client succeeds
>> CClientCallRecorder::BeginFindUpdates from AutomaticUpdates with call id
>> {D490C191-DFE6-49C7-8EF3-985499B881D4}
>> 2005-11-18 08:54:14+0800 1036 65c WU client executing call
>> {D490C191-DFE6-49C7-8EF3-985499B881D4} of type Search Call
>> 2005-11-18 08:54:15+0800 1036 65c WU client found 0 updates and 0
>> categories
>> in search
>> 2005-11-18 08:54:15+0800 1036 65c WU client finished Searching for update
>> 2005-11-18 08:54:15+0800 1036 65c AU Detection callback: 0 updates
>> detected
>> 2005-11-18 08:54:15+0800 1036 65c WU client calls back to search call
>> AutomaticUpdates with code Call complete and error 0
>> 2005-11-18 08:54:15+0800 1036 65c WU client completed and deleted call
>> {D490C191-DFE6-49C7-8EF3-985499B881D4}
>> 2005-11-18 08:54:44+0800 1036 5e4 WU client succeeds
>> CClientCallRecorder::EnumerateService
>> 2005-11-18 08:54:47+0800 1036 9f4 WU client succeeds
>> CClientCallRecorder::EnumerateService
>> 2005-11-18 08:55:17 2916 b68 Misc ===== Logging initialized
```

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```
>> (build:
>> 5.8.0.2469, tz: +0800) =====
>> 2005-11-18 08:55:17 2916 b68 Misc = Process: C:\Program Files\Internet
>> Explorer\iexplore.exe
>> 2005-11-18 08:55:17 2916 b68 Misc = Module:
>> C:\WINDOWS\system32\wuweb.dll
>> 2005-11-18 08:55:17 2916 b68 Misc WARNING: DownloadFileInternal failed
>> for
>> http://download.windowsupdate.com/v6/windowsupdate/redir/wuredir.cab:
>> error
>> 0x80072ee2
>> 2005-11-18 08:59:47+0800 2648 a5c Out of proc datastore is shutting down
>> 2005-11-18 08:59:49+0800 2648 a5c Out of proc datastore is now inactive
>> 2005-11-18 09:00:10 2916 b68 Misc WARNING: DownloadFileInternal failed
>> for
>> http://download.windowsupdate.com/v6/windowsupdate/b/selfupdate/AU/x86/XP/en/wusetup.cab:
>> error 0x80072eff
>> 2005-11-18 09:00:10 2916 b68 WUWeb FATAL: CheckIfClientUpdateNeeded
>> failed:
>> error 0x80072eff
>>
>>
>>
>>
>> "Loh Hon Chun" <lohhonch@xxxxxxxxxxxxxxxx> wrote in message
>> news:eG8Tkr96FHA.1140@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
>> > No luck :(
>> >
>> >
>> > "MowGreen [MVP]" <mowgreen@xxxxxxxxxxxxxxxx> wrote in message
>> > news:%239Vqp866FHA.3876@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
>> >> Loh Hon Chun,
>> >>
>> >> Open Internet Options in the Control Panel. If you're NOT running a
>> >> proxy
>> >> server, click the Connections tab.
>> >> Click the LAN Settings button. If any boxes are checked there, UNcheck
>> >> them them. Click OK.
>> >> Click the Advanced tab. Scroll down to HTTP 1.1 settings. UNcheck the
>> >> box
>> >> next to " Use HTTP 1.1 through proxy connections ".
>> >> -----
>> >> Under Java ( or Microsoft VM ) which java package is installed ?
>> >> If the Java (Sun) JRE is installed make sure that the box next to it
>> >> is
>> >> checked. If the Microsoft VM is installed, make sure that the JIT
>> >> compiler for virutal machine is enabled.
>> >> If BOTH are installed, uncheck the Microsoft VM boxes and make sure
>> >> that
>> >> the Java (Sun) " Use JRE .. " is checked. Click Apply, OK to make the
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>> >> setting stick.

>> >> -----

>> >> IF that doesn't resolve the issue, try reregistering these files.

>> >> Go to Start, Run, type in

>> >>

>> >> regsvr32 softpub.dll

>> >>

>> >> Press Enter or click OK.

>> >> Do the same for :

>> >>

>> >> Wintrust.dll, Initpki.dll, Dssenh.dll, Rsaenh.dll, Gpkcsp.dll,

>> >> Sccbase.dll, Slbcspp.dll, Mssip32.dll, and Cryptdlg.dll

>> >>

>> >> If that doesn't resolve the issue, download and install Windows Script

>> >> 5.6 for XP/Win 2K :

>> >>

<http://www.microsoft.com/downloads/details.aspx?FamilyId=C717D943-7E4B-4622-86EB-95A22B832CAA&disp>

>> >>

>> >> -----
>> >> Other possible causes could be Norton Internet Security, an entry in

>> >> the

>> >> HOSTS file that has a static IP address for Windows Update, or a

>> >> security

>> >> program (popup and/or script blocker, or Bugmenot,etc.) that is

>> >> blocking access to downloading from WU.

>> >>

>> >> MowGreen [MVP 2003-2006]

>> >> =====

>> >> *-343-* FDNY

>> >> Never Forgotten

>> >> =====

>> >>

>> >>

>> >> Loh Hon Chun wrote:

>> >>

>> >>> I am getting this in my c:\WINDOWS\WindowsUpdate.log

>> >>>

>> >>> 2005-11-18 02:01:05+0800 3624 780 Out of proc datastore is now active

>> >>> 2005-11-18 02:01:05+0800 1088 ad8 Client Call Recorder finished

>> >>> delayed

>> >>> initialization

>> >>> 2005-11-18 02:01:05+0800 1088 bfc WU client succeeds

>> >>> CClientCallRecorder::EnumerateService

>> >>> 2005-11-18 02:01:35+0800 1088 c40 start delayed initialization of WU

>> >>> client

>> >>> 2005-11-18 02:01:35+0800 1088 c40 AU finished delayed initialization

>> >>> 2005-11-18 02:05:02 1512 b94 Misc WARNING: DownloadFileInternal

>> >>> failed

>> >>> for

>> >>> <http://download.windowsupdate.com/v6/windowsupdate/redirect/wuredir.cab>:

>> >>> error 0x80072eff

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>> >>>
>> >>> It just gave me error number
>> >
>> >
>>
>>
>>

• **References:**

- ◆ **Cannot update windows**
 ◇ From: Loh Hon Chun
 - ◆ **Re: Cannot update windows**
 ◇ From: MowGreen [MVP]
 - ◆ **Re: Cannot update windows**
 ◇ From: Loh Hon Chun
 - ◆ **Re: Cannot update windows**
 ◇ From: Loh Hon Chun
 - ◆ **Re: Cannot update windows**
 ◇ From: WinUpd Wannabe
-
- Prev by Date: **Re: AU disabled and greyed out.**
 - Next by Date: **Re: I have error on internet explorer**
 - Previous by thread: **Re: Cannot update windows**
 - Next by thread: **Re: Cannot update windows**
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