

# Re: Windows Update Error 0x80070002

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-04/msg01641.html>

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<kibbitz>

Ed:

You're getting an indication of a "file not found" somewhere in the process. I hope ms support told you that.

Start button > select RUN> type in SERVICES.MSC

The following services are needed by the processes at Windows Update. In services management console ( services.msc) they must NOT be \*Disabled\* in the Startup type.

They need to show a startup type of Manual or Automatic.

Here are the services & their Startup types:

Background Intelligent Transfer Service(BITS) Manual  
Cryptographic Services Automatic  
Remote Procedure Call (RPC) Automatic  
System Restore Service Automatic

Other suggestion: In Internet Explorer browser > main menu /Tools/Internet Options >

Security Tab/ click on green icon Trusted Sites/click Sites button.

Click "Require server verification (https:) for all sites in this zone" to \*clear\* the selection.

In the "Add this Web site to the zone:" field, add these entries to list of "Trusted Sites" --

type

<http://download.windowsupdate.com> (click Add)

<http://windowsupdate.microsoft.com>

<http://update.microsoft.com>

Click OK. Apply changes.

Also, be sure you are logged in with administrator rights when you go to Windows Update.

Finally, from Start menu, select RUN, type in  
CMD



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In addition, I just noticed that when I went into "Services," I could not start the Automatic Updates again -- I stopped them and restarted them during other "fix" procedures, but now it doesn't work at all. I get the message:

"The Automatic Updates service on local computer started and then stopped. Some services stop automatically when they have no work to do, for example, the Performance Logs and Alerts service."

Thanks!