

# UPDATE ERROR CODE 0X80070002 AND 0X80070003

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-09/msg00445.html>

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  - *Date:* Thu, 14 Sep 2006 10:52:02 -0700
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I followed the steps below provided by MS Help Online and it resolved my problems.

You receive a "0x80070002" or "0x80070003" error code after you download an update from Windows Update, from Microsoft Update, or from Windows Server Update Services

View products that this article applies to.

Article ID : 910336

Last Review : June 30, 2006

Revision : 2.1

## SYMPTOMS

You download an update from one of the following locations:" The Microsoft Windows Update Web site

" The Microsoft Update Web site

" The Microsoft Windows Server Update Services (WSUS) server

After you do this, the update may fail, and a red X may appear adjacent to the update. In this case, you receive one of the following error codes:"

0x80070002

" 0x80070003

Note To view error messages, you must click the red X that is adjacent to the failed update on the Review your update history Web page.

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## CAUSE

This problem occurs when some files in the update are missing, even though the update is downloaded and extracted successfully.

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## RESOLUTION

To resolve this problem, remove the download directory, and then visit the update locations again. To do this, follow these steps:1. Stop the Automatic Updates service. To do this, follow these steps:a. Click Start, click Run, type services.msc, and then click OK.

b. Right-click the Automatic Updates service, and then click Stop.

c. Minimize the Services snap-in.

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2. Rename the SoftwareDistribution directory. To do this, follow these steps:
  - a. Click Start, click Run, type cmd, and then click OK.
  - b. Type cd %windir%, and then press ENTER.
  - c. Type ren SoftwareDistribution SDTemp, and then press ENTER
  - d. Type exit, and then press ENTER .

Note When you remove the %windir%\softwaredistribution folder, the history list is erased from the "Review your Updates" section of the Windows Update Web site. This action will not affect the currently installed updates on your computer. Subsequent updates will appear in the history list.

3. Start the Automatic Updates service. To do this, follow these steps:
  - a. Maximize the Services snap-in.
  - b. Right-click the Automatic Updates service, and then click Start.
  - c. Close the Services snap-in window.

4. Visit the Windows Update Web site, the Microsoft Update Web site, or the WSUS server again, and then download an update.

5. If you still receive the same errors, verify that you have correctly performed steps 1 through 3.

6. If you still cannot install the update, see the following Microsoft Knowledge Base article:

906602 (<http://support.microsoft.com/kb/906602/>) How to troubleshoot Windows Update, Microsoft Update, and Windows Server Update Services installation issues

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