

# Re: 0x8ddd0004 error when trying to update windows

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-10/msg00195.html>

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0x80070005 – "access denied" to the registry keys involved in Windows Update

run the WGA-Diagnostic Tool (named MGAdiag):

<http://www.microsoft.com/genuine/diag/Support.aspx?page=support>

Check points:

Make sure the Administrators group has Full Control permissions to the Auto Update registry key.

1. Use an account that has administrative credentials to log on to the Windows XP computer.
2. Click Start, click Run, and then type the following command: regedit
3. Click OK.
4. Navigate to the following key in the registry:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\WindowsUpdate\Auto Update
5. Right-click the Auto Update folder, and then click Permissions.
6. Make sure that the Administrators group has Full Control.

Also check especially if the WindowsUpdate.log file will also read errors 0x80070005 and 0x80080005

Locate the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\WindowsUpdate.

On the menu, click Edit. Click Permissions.

For Administrator and System, select the Allow check boxes next to Full Control and Read permissions. NOTE: In certain instances, these check boxes are grayed out.

Ensure all accounts have appropriate permissions.

Click Apply, Click OK, Close the Registry Editor.

Restart the system.

If you're using Windows XP Pro make sure it hasn't been disabled by Group Policy:– Start/Run/gpedit.msc. User Configuration/Administrative Templates/Windows Components/Windows Update. In the right pane, double click, Remove access to all Windows Update Features and set it to the default "not configured"

Another workaround is to use Regmon and see for what keys get "Access Denied", or Restore the permission back to default

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<http://support.microsoft.com/kb/313222/EN-US/>

How to reset security settings back to the defaults – WinXP Professional

Regmon is a Registry monitoring utility that will show you which applications are accessing your Registry, which keys they are accessing, and the Registry data that they are reading and writing – all in real-time

<http://www.sysinternals.com/Utilities/Regmon.html>

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<http://www.dts-l.org/goodpost.htm>

Need more help? <http://support.microsoft.com/?scid=ph:en-us:6527>

(Links to web pages and MSKB Articles are posted for the purposes of keeping the information current)

"jcwnt00" <jcwnt00@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:527C97E2-CE13-47C2-AB93-890FD1FD98BB@xxxxxxxxxxxxxxxxxxxx](mailto:news:527C97E2-CE13-47C2-AB93-890FD1FD98BB@xxxxxxxxxxxxxxxxxxxx)

| That worked! However, I could not register this one: REGSVR32 wuaueng.dll

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| It failed both times I tried with this error: [Error number: 0x80070005]

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| So after I was done installing windows update the page could not be loaded  
| with that same error number.

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| Is that a problem? Or is there something I can do?

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