

# Re: Unable to update

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-10/msg00335.html>

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- *From:* "TaurArian [MS-MVP]" <[taurarianREMOVECAPS@xxxxxxxxxx](mailto:taurarianREMOVECAPS@xxxxxxxxxx)>
  - *Date:* Fri, 6 Oct 2006 13:48:48 +1000
- 

Clear IE temporary internet files including cookies (you may have a corruption there).

Now re-register the previous files after reinstalling the WU files.

From a fresh IE window try again.

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=====  
TaurArian [MS-MVP] 2005-2007 - Australia  
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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)

"jalbert" <[jalbert@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:jalbert@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
<news:1EDC2A1C-9495-4BF4-AABA-9B3F22871AB0@xxxxxxxxxxxxxxxxxxxx>

| Still no joy. (I'm starting to feel like the problem child.) I did have to  
| force the installation and everything appeared to work normally. I rebooted  
| the computer (to be on the safe side) and when I went to the update site and  
| requested the "Express" update, I went back to the reinstall/re-register  
| loop. (I was not prompted to install anything as I was on the last try.)

| Any other ideas? Thanks.

| J.

| "TaurArian [MS-MVP]" wrote:

| > Re-install Windows Update files

| >

| <http://download.windowsupdate.com/v6/windowsupdate/redirect/standalone/WindowsUpdateAgent20-x86.exe>

| >

| > Note If you have an x64-based computer, visit the following Microsoft Web site:

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|>  
<http://download.windowsupdate.com/v6/windowsupdate/redirect/standalone/WindowsUpdateAgent20-x64.exe>  
|>  
|> Click Save in the File Download-Security Warning dialog box, and then select the  
|> location where you want to save the file.  
|> Double-click the file that you saved  
|>  
|> Note that if it says "Install is not needed since Windows Update Agent is already  
|> installed.", run the exe with the command line switch /wuforce, like this:  
|> WindowsUpdateAgent20-x86.exe /wuforce  
|> (NB: you may have to state the full path of where you saved the file)  
|>  
|> --  
|>  
|> =====  
|> TaurArian [MS-MVP] 2005-2007 - Australia  
|> =====  
|> <http://www.dts-l.org/goodpost.htm>  
|> Need more help? <http://support.microsoft.com/?scid=ph:en-us:6527>  
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|> information current)  
|>  
|>  
|> "jalbert" <jalbert@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
|> [news:D3FE90FE-B3E8-4290-A03B-9B86C9E957C6@xxxxxxxxxxxxxxxxxxxx](mailto:news:D3FE90FE-B3E8-4290-A03B-9B86C9E957C6@xxxxxxxxxxxxxxxxxxxx)  
|> | No joy. I reinstalled using the instructions you provided and that all  
|> | appeared to go well - no errors, no weird messages. When I went to  
|> | update.microsoft.com I was prompted to install Windows Update. I  
|> | acknowledged and I appeared to receive the automatic installation. I then  
|> | re-registered the DLLs just to be on the safe side (per your earlier post).  
|> |  
|> | Unfortunately I am still stuck in the infinite loop that suggests I  
|> | reinstall or re-register the Windows Update files. Any further suggestions?  
|> | Thanks.  
|> |  
|> | Julie  
|> |  
|> | "TaurArian [MS-MVP]" wrote:  
|> |  
|> |> To reinstall the Automatic Updates service, follow these steps in this  
|> |> article -  
|> |> You receive a "Windows Update has encountered an error and cannot display the  
|> |> requested page" error message when you try to install an update  
|> |> <http://support.microsoft.com/default.aspx?scid=kb:en-us:883614>  
|> |>  
|> |> --  
|> |>  
|> |> =====  
|> |> TaurArian [MS-MVP] 2005-2007 - Australia  
|> |> =====  
|> |> <http://www.dts-l.org/goodpost.htm>

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|> |> 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)  
|> |>  
|> |>  
|> |> "jalbert" <jalbert@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
|> |> [news:F7567AA0-FAF6-4993-816D-4806697C8482@xxxxxxxxxxxxxxxxxxxx](mailto:news:F7567AA0-FAF6-4993-816D-4806697C8482@xxxxxxxxxxxxxxxxxxxx)  
|> |> | TaurArian – I am having the same symptom as Shane, but the instructions  
that  
|> |> | you provided don't change the behavior on my machine. Is there a "next  
step"  
|> |> | when re-registering isn't enough? Thanks in advance.  
|> |> |  
|> |> | Julie  
|> |> |  
|> |> | "TaurArian [MS-MVP]" wrote:  
|> |> |  
|> |> |> Some have reported that simply re-registering the MSXML3.DLL seems to fix  
the  
|> |> |> problem.  
|> |> |> 1. Click Start.  
|> |> |> 2. Choose Run.  
|> |> |> 3. In the Run box, type: regsvr32 MSXML3.DLL  
|> |> |> Press okay  
|> |> |>  
|> |> |> If that hasn't helped you may need to re-registered some more files:  
|> |> |>  
|> |> |> 1. Click Start.  
|> |> |> 2. Choose Run.  
|> |> |> 3. In the Run box, type (pressing okay after each one) :-  
|> |> |>  
|> |> |> net stop wuauerv  
|> |> |>  
|> |> |> Repeat for the following:  
|> |> |> regsvr32 wuapi.dll  
|> |> |> regsvr32 wups.dll  
|> |> |> regsvr32 wuaueng.dll  
|> |> |> regsvr32 wuaueng1.dll  
|> |> |> regsvr32 wucltui.dll  
|> |> |> regsvr32 wuweb.dll  
|> |> |> regsvr32 MSXML3.dll  
|> |> |> regsvr32 qmgr.dll  
|> |> |> regsvr32 qmgrprxy.dll  
|> |> |> regsvr32 jscript.dll  
|> |> |>  
|> |> |> net start wuauerv  
|> |> |>  
|> |> |>  
|> |> |> --  
|> |> |>



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