

Re: Can't access Windows Update, no error code

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-11/msg00012.html>

- *From:* "MowGreen [MVP]" <mowgreen@xxxxxxxxxxxxxx>
 - *Date:* Tue, 31 Oct 2006 12:20:29 -0800
-

Aha, there is an error message now ! Give this a shot, John. It was posted by Torgeir Bakken, MVP –

Click Start > Run >

Type the follow command in the Open box.

```
net stop wuau servicing
```

Click OK or press Enter

Repeat the same for the following commands, clicking OK or pressing Enter after each one:

```
regsvr32 wuapi.dll
regsvr32 wups.dll
regsvr32 wuaueng.dll
regsvr32 wucltui.dll
regsvr32 msxml3.dll (that's an L after the second m, *not* a one)
net start wuau servicing
```

Restart the system and revisit WU.

If the above didn't work out:

See if reinstalling the Windows Update Agent using the standalone installer solves the problem.

Download location for WindowsUpdateAgent20-x86.exe

<http://go.microsoft.com/fwlink/?LinkId=43264>

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
```

In other words, download, and save it to the Desktop. Then click Start > Run > and click the Browse button

Navigate to where the file is on the Desktop and then click on it and click Open. *ADD* /wuforce to the end of the command that will appear in the Open field.

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NOTE: there is a space between the last e and /

MowGreen [MVP 2003–2007]

```
=====
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```

John69 wrote:

MowGreen,

I deleted the two files concerned. They were in the "Downloader" folder in the path you specified. As they were being used by some program/process, I had to do a selective startup using the original boot.ini (under system confog utility) before deleting. I then needed to reboot normally before following the rest of your instructions.

The changes failed to fix the problem with WU and (as requested), here are the latest 30 lines in that file:

```
2006-10-31 11:12:49 2260 8d8 Setup Update NOT required for
C:\WINDOWS\system32\wuaueng.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:12:49 2260 8d8 Setup Update NOT required for
C:\WINDOWS\system32\wuaueng1.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:12:49 2260 8d8 Setup Update NOT required for
C:\WINDOWS\system32\wucltui.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:12:49 2260 8d8 Setup Update NOT required for
C:\WINDOWS\system32\wups.dll: target version = 5.8.0.2469, required version = 5.8.0.2469
2006-10-31 11:12:49 2260 8d8 Setup Update NOT required for
C:\WINDOWS\system32\wups2.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:12:49 2260 8d8 Setup * IsUpdateRequired = No
2006-10-31 11:12:49 2260 8d8 WUWeb FATAL: CreateObject for
Microsoft.Update.AutoUpdate failed: error 0x800401f3
2006-10-31 11:12:49 2260 8d8 WUWeb FATAL: CreateObject for
Microsoft.Update.AutoUpdate failed: error 0x800401f3
2006-10-31 11:12:49 2260 8d8 WUWeb FATAL: CreateObject for
Microsoft.Update.SystemInfo failed: error 0x800401f3
2006-10-31 11:13:20 2572 a10 Misc ===== Logging initialized (build: 5.8.0.2469,
tz: +1100) =====
2006-10-31 11:13:20 2572 a10 Misc = Process: C:\Program Files\Internet
Explorer\iexplore.exe
2006-10-31 11:13:20 2572 a10 Misc = Module: C:\WINDOWS\System32\wuweb.dll
2006-10-31 11:13:20 2572 a10 WUWeb FATAL: CreateObject for
```

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Microsoft.Update.ServiceManager failed: error 0x800401f3
2006-10-31 11:13:22 2572 a10 WUWeb FATAL: CreateObject for
Microsoft.Update.ServiceManager failed: error 0x800401f3
2006-10-31 11:13:27 2572 a10 Setup ***** Setup: Checking whether self-update is
required *****
2006-10-31 11:13:27 2572 a10 Setup * Inf file:
C:\WINDOWS\SoftwareDistribution\WebSetup\wusetup.inf
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\cdm.dll: target version = 5.8.0.2469, required version = 5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\iuengine.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wuapi.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wuauclt.exe: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wuauclt1.exe: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wuauclt1.exe: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wuaueng.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wuaueng1.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wucltui.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wups.dll: target version = 5.8.0.2469, required version = 5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup Update NOT required for
C:\WINDOWS\system32\wups2.dll: target version = 5.8.0.2469, required version =
5.8.0.2469
2006-10-31 11:13:27 2572 a10 Setup * IsUpdateRequired = No
2006-10-31 11:13:27 2572 a10 WUWeb FATAL: CreateObject for
Microsoft.Update.AutoUpdate failed: error 0x800401f3
2006-10-31 11:13:27 2572 a10 WUWeb FATAL: CreateObject for
Microsoft.Update.AutoUpdate failed: error 0x800401f3
2006-10-31 11:13:27 2572 a10 WUWeb FATAL: CreateObject for
Microsoft.Update.SystemInfo failed: error 0x800401f3

ZoneAlarm is installed, but WU still doesn't work when I totally Shut Down ZoneAlarm.

Regards,

Re: Can't access Windows Update, no error code

"MowGreen [MVP]" wrote:

Are you saying that automatic updates will work even if Windows Update doesn't?

Yes. But, let's see if we can get WU to work John. I understand your frustration, but my systems have **never** had an issue in 9 years obtaining and installing updates from WU/MU save for updates to Word and Excel Viewers. And that was because I had deleted the installation files. It would have been nice if the download page for the Viewers had stated that, wouldn't it ? ;)

The most important components of accessing WU involve scripting, having the firewall properly configured so that full access to WU is allowed, the "health" of the internet connection, keeping the HD in good health [defragging and cleaning out Temp folders], having Security software installed that doesn't conflict with Windows, let alone WU [hello, NAV], and ensuring that the proper Services are set correctly.

Before you visit WU, open this folder –

Documents and Settings\All Users\Application Data\Microsoft\Network <--

There should be 2 files in there, qmgr0.dat and qmgr1.dat
Both are related to BITS. Delete them both and they will be recreated when accessing WU if BITS is functioning correctly.

Also, flush the DNS cache by opening a Command Prompt.
Go to Start > Run > type in

cmd

Click OK

At the Command Prompt, type in and press Enter after each line

proxycfg -d

net stop wuauerv

net start wuauerv

exit

Restart the system and revisit WU. If the system still can not access it, then post the last 30 lines from the WindowsUpdate.log located in the WINDOWS directory (folder).

MowGreen [MVP 2003–2007]

Re: Can't access Windows Update, no error code

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John69 wrote:

ZoneAlarm is now reinstalled thanks to the help on the ZA forum. After doing the ZA clean uninstall, and before reinstalling, I again tried Windows update with the same problem of Windows update failing recurring. I don't understand what you mean when you say "Check the Services console to see if there is still a Zone Alarm service still present". Where is this Services console and how do I access it? I want to get windows update working, and if this means uninstalling ZoneAlarm again using different instructions, then I'm happy to do that.

I agree with your advice to obtain software from known, trusted sources. I wouldn't have considered Windiz in the first place if I could get Windows update to work. The fact that Windiz is included in Wikipedia without any negative feedback gave me some level of confidence. If Microsoft hadn't made my task so difficult, I wouldn't have needed to consider it. Firstly, to use Windows update, I need to lower my security settings (in breach of the safe hex practices on the site you quote). Secondly, to use Windows update, I need to avoid alternate safer browsers and am forced to use IE – which has a long history of being "buggy" and being targeted by malware – in contravention of the recommendations of the safe hex practices on the site you quoted. Thirdly, to use Windows update, I need to find a solution to this problem, which to-date I haven't been able to do. It's little surprise that there is such widespread animosity against Microsoft when it apparently intentionally abuses its effective monopolistic position through practices such as unreasonably preventing competing web browsers from accessing Windows updates. But that's another issue, and not my concern here.

Is your suggestion that I manually trawl through the Microsoft download centre and read Microsoft security bulletins, to try to manually find and install critical updates for my computer, one-by-one, a practical solution? Unlike you, I'm no Microsoft guru, and can't afford to waste more time on long manual processes.

Are you saying that automatic updates will work even if

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Windows Update doesn't? If so, this seems practical .
However, I had auto update switched on and it didn't seem to do anything (hence why I lodged this post and tried Windiz).

MowGreen, I do appreciate your attempts to help. So far no success.

"MowGreen [MVP]" wrote:

(Unfortunately, I now have a problem reinstalling Zone Alarm, so until that is fixed I feel somewhat exposed when I post to this message board.)

I've worked on systems that could not even *connect* to the net due to ZA's sloppy uninstall routine.

There are many situations where Zone Alarm does *not* uninstall correctly. It will leave a driver in use and the only way to remove it, on XP Home, is to boot to Safe Mode and take Ownership of it, then delete it.

Check the Services console to see if there is still a Zone Alarm service still present.

That is the most likely culprit for the inability to reinstall ZA and the systems inability to successfully negotiate a connection with WU.

The above is not my opinion, it's from my experience working on systems that had issues when ZA was uninstalled.

If you are happy with Windiz, then by all means use it. I'm not the " Lord of the Internet " who attempts to dictate how people utilize their systems. IMHO, obtaining updates from 3rd parties is not Safe Hex.

<http://www.claymania.com/safe-hex.html>

ALL Critical Security updates that MS issues can be found somewhere on the MS

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site.

The Microsoft Download Center is one place:

<http://www.microsoft.com/downloads/Search.aspx?displaylang=en>

The links from the Security Bulletins go to the Download Center. Check out the Sec Bulletins either late in the day when they come out or the day after [all scheduled updates come out the second Tuesday of the month. "out of band" releases of Critical Security updates are issued when MS determines that there is a significant threat due to a PoC being released for a critical vulnerability and said PoC is being *actively* utilized] –

<http://www.microsoft.com/technet/security/current.aspx>

Plus, one can always use Automatic Updates to obtain them. Of course, AU must be enabled for that to happen.

MowGreen [MVP 2003–2007]

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John69 wrote:

Hi MowGreen,

Thanks, but still no success. Again, I don't understand why you asked me to uninstall Zone Alarm, given that even when Zone Alarm was not in memory the problem persisted. However, I've now totally uninstalled Zone Alarm (and also AVG to totally eliminate it as a possible cause) and when I access the Windows update site the same problem exists. This

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means you were wrong to blame Zone Alarm, doesn't it? Given that Windiz works fine in identifying and installing needed Windows updates, it would be reasonable to conclude the problem is actually with the Microsoft site which refuses to do the same task, wouldn't it? I also notice others have posted similar problems without response from anyone, so it appears I'm not alone.

(Unfortunately, I now have a problem reinstalling Zone Alarm, so until that is fixed I feel somewhat exposed when I post to this message board.)

You've said you wouldn't use Windiz. That's a fine stance in theory (although I've only heard positive things about the site), but at the moment I have no alternative unless I wish to be exposed to known critical security holes within Windows. I'm not keen on playing Russian Roulette with malware.

What should I do?

Regards,

"MowGreen [MVP]" wrote:

Zone Alarm
Free is the
cause of the
issue.
Advise you
to either

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uninstall it
or consult
their web
forums –
<http://www.zonelabs.com/store/content/support/userForum/userForum>
Haven't
used it in
awhile but I
do *know*
for certain
that it
may/will
cause issues
connecting
to WU
and/or
prevent the
proper
install of
the ActiveX
software if
not properly
configured.

As far as
recommending
the site you
posted ... I
can not.
They have
an unsigned
plugin or
their "
WindizUpdate
installation
program "
that then
scans the
system for
needed
updates.
If you Trust
them to do
the right
thing, then
allow them
to.
I would not.
The issue
your system
is

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experiencing
is not due to
MS or the
OS, but due
to the
presence of
3rd party
software ...
in this case,
Zone
Alarm.

MowGreen
[MVP
2003-2007]

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-343-

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John69
wrote:

Hi
Mow
Green,

I
don't
understand
the
relevance
of
your
question
as
when
I
closed
both
these
programs,
the

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problem
persisted.
But
the
details
you've
requested
are
shown
below.

Using
Firefox
and
going
to
<http://windowsupdate.62nds.com/>
I've
now
been
able
to
secure
my
system
with
the
latest
updates.
A
much
better
interface,
plus
more
functionality.
It
has
annoyed
me
that
M/S
unreasonably
forced
me
to
use
IE
(rather
than
Firefox)

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for
updates
anyway,
so
finding
this
site
was
a
bonus.
Do
you
see
any
downsides
with
this
method?
Should
I
just
dump
efforts
to
use
the
Microsoft
site
for
updating,
and
do
you
expect
that
my
ongoing
inability
to
access
this
Microsoft
screen
prevent
auto
updates
from
working?

Thanks,

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Firewall
ZoneAlarm
Free
(personal)
version
ZoneAlarm
version:6.5.737.000
TrueVector
version:6.5.737.000
Driver
version:6.5.737.000

Antivirus
AVG
Antivirus
7.1
Program
version:
7.1.408
Virus
base
268.13.9/490
released
20/10/06

"MowGreen
[MVP]"
wrote:

Which
firewall
and
which
antivirus
programs
are
installed
and
what
versions
?

MowGreen
[MVP
2003–2007]

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-343-

FDNY

Never

Forgotten

=====

John69

wrote:

Thanks,
MowGreen,

I
made
the
changes
to
Privacy
&
Security,
and
even
after
shutting
down
my
virus
scanner
&
firewall
experienced
the
same
problem
at
the
microsoft
site.
Any
other
ideas?

Cheers,

"MowGreen

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[MVP]"
wrote:

Open
Internet
Options
in
the
Control
Panel.
Click
the
Privacy
tab
Click
the
Settings
button
under
Pop-up
Blocker

Down
towards
the
bottom,
Under
Notifications
and
Filter
Level,
put
a
check
in
the
"Show
Information
Bar
when
a
pop-up
is
blocked"
box

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Click
Close
Click
the
Security
tab
Click
the
Trusted
sites
icon
Click
the
Sites
button
Uncheck
the
box
next
to
"
Require
server
verification

...

"
In
the
"

Add
the
Web
site
to
the
zone
"

field
type
in

<http://update.microsoft.com>

Click
the
Add
button
Click
OK
Now
click

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the
Custom
Level
button
Under
"ActiveX
controls
and
plug-ins"
–

Automatic
prompting
for
ActiveX
controls
–

Enable
Binary
and
script
behaviors
–

Enable
Download
signed
ActiveX
controls
–

Enable
Run
ActiveX
controls
and
plug-ins
–

Enable
Script
ActiveX
controls
marked
safe
for
scripting
–

Enable

Scroll
down
to
the

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Scripting
heading
Active
scripting
–
Enable

Click
OK
Click
Apply,
OK

Revisit
Windows
Update.
If
there
is
a
component
of
the
installed
Antivirus
software
that
blocks
scripting
or
ActiveX
controls,
then
go
into
the
softwares
options/preferences
to
allow
the
software
controls
at
Windows
Update
to
run.

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