

Re: Tuesday 3rd April update won't work

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-04/msg00255.html>

- *From:* XPclump <XPclump@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 6 Apr 2007 04:02:01 -0700
-

Hi there,

In control panel add-remove Programs, there is only one reference to anything "Java". That is;

"IBM 32-bit SDK for Java2, v1.4.1"

It's 60Megs in size and was last used two years ago. I think it came with the [IBM] Laptop..

In the control-panel Internet options, General, settings, view objects pane, I only see the following two Java entries;

Java Plug-in 1.4.1 (damaged)

Java2 Runtime Environment 1.4.1 (damaged)

If I delete those two damaged items, and remove the IBM app that hasn't been run since June 2005, will I automatically be prompted to download a new Java version the first time I need it? or should I go and get a latest version now?

Thanks again for all your help and advice MowGreen!!

XPclump

"MowGreen [MVP]" wrote:

Nice work ! I suspect that one of the ActiveX controls was damaged. Wuweb is for Windows Update, MU is for Microsoft Update. That's why there were no MU files <w>

As to the Java version ... how many different ones are listed in Add/Remove Programs in the Control Panel ?

There should be only one version listed, the latest, non vulnerable versions are 1.5.0 Update 11 and version 6 Update 1

Uninstall all versions prior to Update 11 if they are listed. You can also right click the 1.4 versions when "View objects" is chosen and choose Remove if they are not deleted during the uninstallation of older java packages.

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Installing the latest version will install the needed ActiveX objects.

For the record, the error code in the WindowsUpdate.log,
0x80245003 means

The redirectorId in the downloaded wuredir.cab is smaller than the cached
cab.

There are no other updates out now. However, there **will** be new updates
coming out next Tuesday.

The system should be good to go now. :)

MowGreen [MVP 2003–2007]

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-343- FDNY
Never Forgotten
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XPclump wrote:

This message board has been unavailable for a few hours, so I Googled
elsewhere.
I found another helpful reply to a sort of similar problem and tried it.
It seems to have worked. I can now connect to Windows Update. It
downloaded
a new Defender file and says there's nothing else to come. Assuming that's
correct I'll wait until the the next Tuesday–Update and see if we're still
working ;–)

For your info, this is the advice I followed;

"1. Rename the Update temporary folders.

=====

1. Click Start, Run, type: cmd and press Enter. Please run the following
command in the opened window.

Net stop WuAuServ

2. Click Start, Run, type: %windir% and press Enter.
3. In the opened folder, rename the folder SoftwareDistribution to Sdold.
4. Click Start, Run, type: cmd and press Enter. Please run the following
command in the opened window.

Net start WuAuServ

2. Remove the corrupted Active X control

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-
1. Open Internet Options
 2. On the General Tab choose Settings under Temporary Internet Files
 3. Then click on View Objects.
 4. Right Click WuWebControl Class and choose remove
 5. Right Click MuWebControl Class and choose remove
 6. Delete the file c:\windows\system32\wuweb.dll
 7. Delete the file c:\windows\system32\muweb.dll

The above steps will help us remove the ActiveX controls for Windows Update and Microsoft Update. Then will download a new one to instead of the corrupted one. "

My notes:– I didn't have either of the MuWeb items to be deleted. Still don't know what caused the problem, but at least it's working again.

One thing I noticed during step 2.4 above, there were (and still are) three program files tagged as "Damaged".

They are;

Java Plug-in 1.4.1

Java2 Runtime Environment 1.4.1

and

{9F1C11AA-197B-4942-BA54-47A8489BB47F} version 5.4.3790.14

– they all have 2003 creation dates but current (yesterday/today) last-accessed dates.

Just a red herring?

T again IA

"XPclump" wrote:

Hi Again.

Copy & Paste below as requested.

In answer to your questions;

KB925902 is installed now.

The only other security software is Windows own Defender etc.

Hope you can find the answer in this lot...

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```
2007-04-04 20:18:07 1456 850 Service *****
2007-04-04 20:18:07 1456 850 Service ** START **
Service: Service startup
2007-04-04 20:18:07 1456 850 Service *****
2007-04-04 20:18:08 1456 850 Agent * WU client version
5.8.0.2469
2007-04-04 20:18:08 1456 850 Agent * SusClientId =
'd8e156b1-63e6-4d4f-b387-92036a158657'
2007-04-04 20:18:08 1456 850 Agent * Base directory:
C:\WINDOWS\SoftwareDistribution
2007-04-04 20:18:08 1456 850 Agent * Access type: No
proxy
2007-04-04 20:18:08 1456 850 Agent * Network state:
Connected
2007-04-04 20:18:53 1456 850 Agent ***** Agent:
Initializing Windows
Update Agent *****
2007-04-04 20:18:53 1456 850 Agent ***** Agent:
Initializing global
settings cache *****
2007-04-04 20:18:53 1456 850 Agent * WSUS server:
<NULL>
2007-04-04 20:18:53 1456 850 Agent * WSUS status
server: <NULL>
2007-04-04 20:18:53 1456 850 Agent * Target group:
(Unassigned Computers)
2007-04-04 20:18:53 1456 850 Agent * Windows Update
access disabled: No
2007-04-04 20:18:55 1456 850 DnldMgr Download
manager restoring 0 downloads
2007-04-04 20:18:55 1456 850 AU ##### AU:
Initializing Automatic
Updates #####
2007-04-04 20:18:55 1456 850 AU # Approval type:
Scheduled (User preference)
2007-04-04 20:18:55 1456 850 AU # Scheduled install
day/time: Every day at
3:00
2007-04-04 20:18:55 1456 850 AU # Auto-install minor
updates: Yes (User
preference)
2007-04-04 20:25:25 3236 cc4 Misc =====
Logging initialized (build:
5.8.0.2469, tz: +0100) =====
2007-04-04 20:25:25 3236 cc4 Misc = Process: C:\Program
Files\Internet
Explorer\iexplore.exe
2007-04-04 20:25:25 3236 cc4 Misc = Module:
C:\WINDOWS\system32\wuweb.dll
2007-04-04 20:25:25 3236 cc4 WUWeb FATAL:
CheckIfClientUpdateNeeded failed:
```

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```
error 0x80245003
2007-04-04 20:27:14 3236 cc4 WUWeb FATAL:
CheckIfClientUpdateNeeded failed:
error 0x80245003
2007-04-04 20:29:04 3236 cc4 WUWeb FATAL:
CheckIfClientUpdateNeeded failed:
error 0x80245003
2007-04-04 20:39:09 3236 cc4 WUWeb FATAL:
CheckIfClientUpdateNeeded failed:
error 0x80245003
2007-04-04 20:43:22 3236 cc4 WUWeb FATAL:
CheckIfClientUpdateNeeded failed:
error 0x80245003
2007-04-04 20:57:14 1456 850 AU #####
2007-04-04 20:57:14 1456 850 AU ## START ## AU:
Search for updates
2007-04-04 20:57:15 1456 850 AU #####
2007-04-04 20:57:15 1456 850 AU <<## SUBMITTED ##
AU: Search for updates
[CallId =
{D35BAE6D-991D-4DCB-A249-FE447598C719}]
2007-04-04 20:57:15 1456 5c0 Agent *****
2007-04-04 20:57:15 1456 5c0 Agent ** START ** Agent:
Finding updates
[CallerId = AutomaticUpdates]
2007-04-04 20:57:15 1456 5c0 Agent *****
2007-04-04 20:57:34 1456 5c0 Setup FATAL:
IsUpdateRequired failed with error
0x80245003
2007-04-04 20:57:34 1456 5c0 Report *****
Report: Initializing static
reporting data *****
2007-04-04 20:57:34 1456 5c0 Report * OS Version =
5.1.2600.2.0.65792
2007-04-04 20:57:35 1456 5c0 Report * Computer Brand =
IBM
2007-04-04 20:57:35 1456 5c0 Report * Computer Model =
18297QG
2007-04-04 20:57:35 1456 5c0 Report * Bios Revision =
1RETDNWW (3.19 )
2007-04-04 20:57:35 1456 5c0 Report * Bios Name =
Phoenix FirstBIOS(tm)
Notebook Pro Version 2.0 for IBM ThinkPad
2007-04-04 20:57:35 1456 5c0 Report * Bios Release Date
=
2005-10-13T00:00:00
2007-04-04 20:57:35 1456 5c0 Report * Locale ID = 2057
2007-04-04 20:57:35 1456 5c0 Setup WARNING:
SelfUpdate: Default Service:
IsUpdateRequired failed: 0x80245003
2007-04-04 20:57:35 1456 5c0 Setup WARNING:
```

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```
SelfUpdate: Default Service:
IsUpdateRequired failed, error = 0x80245003
2007-04-04 20:57:35 1456 5c0 Agent * WARNING:
Skipping scan, self-update
check returned 0x80245003
2007-04-04 20:57:36 1456 5c0 Agent * WARNING: Exit
code = 0x80245003
2007-04-04 20:57:36 1456 5c0 Agent *****
2007-04-04 20:57:36 1456 5c0 Agent ** END ** Agent:
Finding updates
[CallerId = AutomaticUpdates]
2007-04-04 20:57:36 1456 5c0 Agent *****
2007-04-04 20:57:36 1456 5c0 Agent WARNING: WU
client failed Searching for
update with error 0x80245003
2007-04-04 20:57:36 1456 5c0 AU >>## RESUMED ##
AU: Search for updates
[CallId =
{D35BAE6D-991D-4DCB-A249-FE447598C719}]
2007-04-04 20:57:36 1456 5c0 AU # WARNING: Search
callback failed, result
= 0x80245003
2007-04-04 20:57:36 1456 5c0 AU #####
2007-04-04 20:57:36 1456 5c0 AU ## END ## AU: Search
for updates [CallId
= {D35BAE6D-991D-4DCB-A249-FE447598C719}]
2007-04-04 20:57:36 1456 5c0 AU #####
2007-04-04 20:57:36 1456 5c0 AU AU setting next
detection timeout to
2007-04-05 00:57:36
2007-04-04 20:57:40 1456 5c0 Report REPORT EVENT:
{87BD9CB0-2D90-48A5-BA03-686D7B0B1D5D}
2007-04-04
20:57:34+0100 1 148 101
{D67661EB-2423-451D-BF5D-13199E37DF28} 0
80245003 SelfUpdate Failure Software
Synchronization Error: Agent failed detecting with reason:
0x80245003
2007-04-04 21:25:36 3236 f50 WUWeb FATAL:
CheckIfClientUpdateNeeded failed:
error 0x80245003
```

TIA

XPclump

"MowGreen [MVP]" wrote:

Re: Tuesday 3rd April update won't work

Please open the WindowsUpdate.log located in the WINDOWS directory [folder]. Scroll all the way to the bottom of the log.

Copy&paste the last 40 to 50 lines or so of the log into your reply so we can see what's going on here.

KB925902 is installed now, correct ?
BTW, CA AV should not be causing any issues with the SoftwareDistribution folder.
Is there any other security software installed ?

MowGreen [MVP 2003–2007]

=====
_343- FDNY
Never Forgotten
=====

XPclump wrote:

Thanks for the prompt response MowGreen. We are making *some* progress..

After following your instructions I see no more of those application error messages in Event Viewer, but sadly I still can't run Windows Update.

The downloaded executable ran as you suggested, requiring a reboot. I went on to stop the AU service, deleted the files you suggested (not the logs yet – they were all 128k), then restarted the AU service. For good measure I rebooted again, then;

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When I go to TOOLS,
WINDOWS UPDATE in
my browser, the landing
page opens,
then before the green
progress bar starts scrolling
and it's "Checking if you
have the latest version..",
I'm suddenly dumped at the
Information page
saying,

"The website has
encountered a problem and
cannot display the page you
are
trying to view. The options
provided below might help
you solve the problem.
For self-help options:

Frequently Asked Questions

Find Solutions

Windows Update
Newsgroup
For assisted support options:

Microsoft Online Assisted
Support (no-cost for
Windows Update issues) "

There were no prompts
about wanting to run Active
X, and the
update.microsoft.com path
is in my trusted sites list.

Can you suggest the next
thing to try? BTW, my AV
is CA's eTrust Antivirus –
with the latest sigfiles.

Thanks,
XPclump.

"MowGreen [MVP]" wrote:

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Download
KB925902
from here:

<http://www.microsoft.com/downloads/details.aspx?familyid=F82EA1>

Save it, do
NOT run it
from 'it's
present
location'.
Close the
browser and
any other
open
programs.
Now run
WindowsXP-KB925902-x86-ENU.exe
and when
it's done the
system
should
prompt for a
restart.

For the
Catalog
Database
event, is
1836 the
Event ID ?

FWIW, and
this is only
an educated
guess, the
contents of
WINDOWS\SoftwareDistribution
are either
corrupted or
unable to be
clear out.
Which
AV/security
suite
software is
installed ?
Suggest
whichever
product that
is installed
be

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configured
NOT to
scan the
SoftwareDistribution
folder. As
of yet, there
has been no
malware
that
has used
that folder
to infect a
system.

To clear the
'clogged'
folders in
WINDOWS\SoftwareDistribution
you'll
need to stop
the
Automatic
Updates
service
using the
Services
console
Start > Run
> type in

services.msc

Click OK
Click the
'Stop the
service' link
in the left
frame
Leave the
Services
console
open

Navigate to
WINDOWS\SoftwareDistribution\DataStore
and delete
DataStore.edb
[if the logs
in the Logs
folder have
suffered

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corruption,
then you
may
need to
delete those,
too. Delete
them all if
any have
grown
larger than