

Re: wuauctl.exe stealing CPU constantly. No access to Windows Upda

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-05/msg01443.html>

- *From:* Bjoern <Bjoern@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 30 May 2007 12:03:02 -0700
-

Yes, all these boxes are checked in the root drive (c) for System under Allow

Bjoern

"MowGreen [MVP]" wrote:

Did you check the Permissions for the root drive as I posted previously ?

These are the boxes that need to be checked for System under Allow:

Full Control
Modify
Read & Execute
List Folder Contents
Read
Write

You previously posted:

In msconfig there is no wuauctl.exe incident under start up. However I have one entry here with no name, it launches as a run item. Only the marked checkbox shows for this incident. No text.

No trojan then I guess...?

wuauctl.exe is spawned from the Automatic Updates service and will not be listed in MSConfig.
Any entry in MSConfig that's loading on Startup with no name is *usually*, but not always, suspect.

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In MSConfig, look on the Startup page once more for the Location of where the 'no name' entry is starting from

Then open the registry editor and see if any other information is available in that subkey

The below subkeys are *usually* used to load 'items' on boot:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run

Trend Micro is not known to damage BITS nor the AU service

0x80248011 SUS_E_DS_UNABLETOSTART
Could not create an out of proc datastore object

The system STILL needs to have the Permissions correctly.

Is System Restore functioning properly ?

If not, then PLEASE check the Permissions.

If the system can not access Windows Update *AFTER* checking the Permissions on the root drive, then

1–Click Start, click Run and then type :

net stop wuauclt
Click OK or press Enter

2–Click Start, click Run for each of the below and then type these in, *click OK* after each one :

regsvr32 wuapi.dll

regsvr32 wups.dll

regsvr32 wuaueng.dll

regsvr32 wuaueng1.dll

regsvr32 wucltui.dll

regsvr32 wuweb.dll

regsvr32 jscript.dll

regsvr32 atl.dll

regsvr32 softpub.dll

regsvr32 msxml3.dll

net start wuauclt

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Restart the system and try to access WU now

[NOTE: Please note the spaces as they are critical in running the commands. Copy & paste them if that's easier]

MowGreen [MVP 2003–2007]

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-343- FDNY

Never Forgotten

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Bjoern wrote:

Under services.msc both Automatic updates and Background Intelligent Transfer

Service are (and where) set to automatic. Restarted the services and retried installation of the update agent (WindowsUpdateAgent30-x86.exe). Got the same error again: 0x8007041d

Bjoern

"MowGreen [MVP]" wrote:

0x8007041d The service did not respond to the start or control request in a timely fashion

Open the Services console by going to Start > Run > type in

services.msc
Click OK or press Enter

Locate Automatic Updates.
Double click *on* it
The Startup type must be set to Automatic
If the service is stopped then click the Start button

Now locate Background Intelligent Transfer Service
Double click *on* it
The Startup type can be set to Manual or Automatic
It CAN NOT be set to Disabled or the system will not update
If the service is stoppend then click the Start button

The error message is most likely in regards to you having stopped

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Automatic Updates by running net stop wuauclt
Restart the service via the Services console
Now try to install WindowsUpdateAgent30-x86.exe

In a previous post you stated:

i have rebooted to safe mode and checked
full access
for "SYSTEM" under the security tab. It was
already set to full access.

These are the boxes that need to be checked for System
under Allow:

Full Control
Modify
Read & Execute
List Folder Contents
Read
Write

MowGreen [MVP 2003-2007]

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Bjoern wrote:

I am using Windows Update. Using "net
stop wuauclt" does not stop the
wuauclt.exe process from running. Shouldnt
it? Anyways; I have followed your
steps, after turning off Trend Micro Pc Cillin
and Windows Defender (who
doesnt gain any updates either...). Under
"step 2" I had to run the installer
manually because I got the message
"...already installed". After some time I
got installation failure with the code
0x8007041d....

"Robin Walker [MVP]" wrote:

Re: wuauclt.exe stealing CPU constantly. No access to Windows Upda

Bjoern

<Bjoern@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote:

Hi; i have
tried several
fixes and
patches and
whatever
they are
called!
When I try
to connect
to windows
update the
system
slows down
and perhaps
after 10
minutes I
"get
through"
and
Windows
Update
checks my
computer.
Then I
receive an
error
message >
cannot
update.
The process
wuauclt.exe
runs
constantly
form startup
and steals
50%
CPU. When
I try to shut
down the
process it

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just restarts
again.
Trying to
shut down
the process
via cmd
does not
function
either >
get the
message:
the process
cannot be
stopped.

Although your description does not match the usual symptoms, it would be worth upgrading to the latest versions of Windows Update, and then checking for any symptoms remaining after that, in case the issue is now fixed.

Could you also confirm whether you are trying to use "Windows Update" or "Microsoft Update", as stated in the heading of the update web page.

Before doing the items below, ensure that you have disabled all 3rd-party anti-virus, anti-spyware, popup-blocker, download accelerator, or firewall. If you disabled a 3rd-party firewall, then re-enable Windows Firewall for the duration.

You might need to stop Automatic Updates while you apply these two fixes: open a command prompt window and type the command:

```
net stop wuauclt
```

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For a fix to the above problem, please do BOTH of the following:

1. (not for Vista) If your update history shows that you do not yet have update KB927891 installed, then download and install update KB927891 ver3: <http://support.microsoft.com/kb/927891> and then restart Windows.

2. For 32-bit systems, download and save to hard disk, and then install: <http://download.windowsupdate.com/v7/windowsupdate/redist/standalone/W>

If this produces an error message about "Update agent already installed", then execute the installer again manually, with parameter /wuforce as in (at a comand prompt window):

```
WindowsUpdateAgent30-x86.exe  
/wuforce
```

Then visit Microsoft Update again, and report back whether your problem is fixed.

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Robin Walker [MVP
Networking]
rdhw@xxxxxxxxxx