

Re: System *Still* hangs when Automatic Updates is On

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-05/msg01493.html>

- *From:* OriginalGorrilla <OriginalGorrilla@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 31 May 2007 12:01:01 -0700
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Understood. I'll give the clean sweep approach a try.

I've got another thread going that talks about my workaround. The replies so far point out that my system with its onboard Intel 82810e display controller actually shares ram with the CPU. It was mentioned that by dropping the resolution back to 640x480, the display is using a minimum amount. Okay, I'll buy that. But, I'm still wondering if the update agent hasn't got a memory leak or a pointer problem when its loaded higher than some memory limit. The machine I'm having trouble with originally had 128meg...the difficulties only started when I bumped it to 512meg.

"Shenan Stanley" wrote:

OriginalGorrilla wrote:

Okay, I'm puzzled. Mitch is saying the "fix" for windows update freezing didn't work, and so you're basically cleaning a bunch of stuff out of the registry and suggesting he try again. What it is that you see that the other MVP haven't?

(I have the same problem as Mitch...my workaround is to set my display to 640x480-256 colors and then the update will work. However, when I set the display back to normal, update hangs again. Will your patch address this?)

Re-registering the DLLs, clearing out the old software distribution/patch directories and stopping/starting the service makes sure that everything needed to run the Windows Updates services are presented and accounted for and 'like new'. Installing the latest Windows Update executable insures that things wrong with the old version (known issues) have been resolved and the final patch fixes specific issues with Windows Update in relation to SVCHOST.EXE.

I *see* nothing that the other MVP hasn't - it is experience with doing things the way I laid out vs. just applying the patch and/or the update and

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then the patch...

Previously when there were problems with the update services – I would run the batch script I laid out. That would fix it completely in some cases – only partially (it would come back again some time later – sometimes a month – sometimes many months) in other cases.

Then they came out with a newer version of the Windows Update client and the 932494 patch. I had similar experiences when trying just one or both of those. Sometimes the problem would go away – sometimes it would not. However – I have yet to have the problem *not* go away if I did things as I laid out in the post you are discussing – if done in that order.

There's something to be said for starting out with a clean house in order to keep a clean house – and essentially – that is what you are doing if you follow the steps I laid out. Making sure everything is cleaned up/available and then updating the software and patching.

You have nothing to lose but 20 minutes trying it. Seems like changing your resolution should do nothing – what do you know that the rest of us don't?

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Shenan Stanley
MS-MVP

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<http://www.catb.org/~esr/faqs/smart-questions.html>