

Re: update fails with 0x800703E3 error

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-06/msg00488.html>

- *From:* Nigel <Nigel@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 12 Jun 2007 07:51:02 -0700
-

Ok I followed the instructions exactly and still no joy. Then my boss at work suggested that I try reloading sp2. Luckily I have this on disk so didn't have to wait for a download. After reinstalling sp2 I had to wait for 45 minutes of updates to apply but it worked. Automatic updates are working again and it has solved the problem of a slow shutdown that the laptop had.

"MowGreen [MVP]" wrote:

Nigel,

It is extremely possible that Kerio prevented the required .dll file from installing properly. Show hidden files, folders, and system files: <http://www.bleepingcomputer.com/tutorials/tutorial62.html#winxp>

Using Windows Explorer [Start > All Programs(Programs) > Accessories > Windows Explorer, navigate to WINDOWS\system32\dlcache
See if there is a copy of wups2.dll present
If so, copy it to the system32 folder and then register it, as described previously
IF there is no copy of it, then go to Start > Run > type in

```
net stop wuauerv
```

Click OK or press Enter

Navigate to WINDOWS\SoftwareDistribution
Delete *ALL of the contents* of SoftwareDistribution, not the folder itself
Close Windows Explorer

Go back to Start > Run > type in

```
net start wuauerv
```

Click OK or press Enter

Open Internet Explorer and go to the Windows Update site
The correct software controls and .dll files should now be downloaded

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and installed properly.

OR, you can download and SAVE the Windows Update files from here:

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

When the download completes, close IE

Double click WindowsUpdateAgent20-x86.exe to install the required files.

IF a message appears that states " Install is not needed since Windows Update Agent is already installed ", then do this –

Click Start > Run > click the BROWSE button

Navigate to where WindowsUpdateAgent20-x86.exe is located

Click on it once to highlight it then click the Open button

Click anywhere in the Open line, then click once more so that's it's not highlighted in blue.

GO to the end of 'WindowsUpdateAgent20-x86.exe'and click right after the last e

Push the Space Bar on the keyboard so that there's a space after

WindowsUpdateAgent20-x86.exe and enter /wuforce

The Open line should now look like this :

"C:\<where the file is located>\WindowsUpdateAgent20-x86.exe" /wuforce

(If the file has been saved on the Desktop, the command will look like

"C:\Documents and Settings\<YourUserName>\Desktop\
WindowsUpdateAgent20-x86.exe" /wuforce)

Click OK.

Confirm that wups2.dll now resides in the system32 folder

MowGreen [MVP 2003–2007]

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-343- FDNY

Never Forgotten

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Nigel wrote:

MowGreen,

Ok think we are getting to this now – the second of the two dll files did not register

wups2.dll is not present in the windows/system32 folder.

I have tried deleting the contents of the folders you listed but that has made no difference.

My earlier reference to the registry was that other solutions to similar problems was to check that there was a single entry in

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\WindowsUpdate\Set

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There was only one (the default entry) so I made no changes.

The problem started whilst running avg free and Kerio personal firewall but now I am running System Suite 7 professional and I am confident that none of these are the cause as I have two laptops with virtually identical systems and software and the 2nd has not got the same problem.

How do I get my missing dll back?

"MowGreen [MVP]" wrote:

As for previous suggestions I have checked that there is a single entry in the registry.

Which previous suggestions and which 'single entry in the registry' are you referring to, Nigel ?
Files being copied [from WebSetup] are not allowed to be copied due to their being in use by another process: 0x80070020

Let's try this ... go to Start > Run > type in

regsvr32 wups.dll

Click OK or press Enter

Following the same steps, reregister wups2.dll

regsvr32 wups2.dll

You should get a confirmation message that the .dlls successfully registered. If they were successfully registered, initiate a manual visit to WU to see if the issue is resolved.

IF THEY WERE NOT successfully registered or the visit to WU fails to install the updates, open Windows Explorer

Navigate to WINDOWS\SoftwareDistribution
Delete the *contents* of the following folders, *not* the folders:

Download
EventCache

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SelfUpdate
WebSetup
WuRedir

Close Windows Explorer

Using IE, visit Windows Update.
Allow the installation of the required ActiveX software
controls.
Did that resolve the issue ?

If not, which antivirus/security suite and, what other security
software
is installed ? The issue may stem from a program that is
'guarding'
against file changes in %windir%

MowGreen [MVP 2003–2007]

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343 FDNY
Never Forgotten
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Nigel wrote:

Hi,

For some time I have been having trouble
with WU. I get the 0x800703E3 error
after the files have downloaded and copied.
As for previous suggestions I
have checked that there is a single entry in
the registry. Here is the log
from the latest try at an update.

```
2007-04-27 08:44:25 1072 6c Misc
===== Logging initialized (build:
5.8.0.2469, tz: +0100) =====
2007-04-27 08:44:25 1072 6c Misc =
Process:
C:\WINDOWS\System32\svchost.exe
2007-04-27 08:44:25 1072 6c Misc =
Module:
C:\WINDOWS\system32\wuaueng.dll
2007-04-27 08:44:25 1072 6c Service
*****
```

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```
2007-04-27 08:44:25 1072 6c Service **
START ** Service: Service startup
2007-04-27 08:44:25 1072 6c Service
*****
2007-04-27 08:44:25 1072 6c Agent * WU
client version 5.8.0.2469
2007-04-27 08:44:25 1072 6c Agent *
SusClientId =
'76745e82-7ff1-4a8f-a6ad-63232d8e5d69'
2007-04-27 08:44:25 1072 6c Agent * Base
directory:
C:\WINDOWS\SoftwareDistribution
2007-04-27 08:44:25 1072 6c Agent *
Access type: No proxy
2007-04-27 08:44:25 1072 6c Agent *
Network state: Disconnected
2007-04-27 08:45:10 1072 6c Agent
***** Agent: Initializing Windows
Update Agent *****
2007-04-27 08:45:10 1072 6c Agent
***** Agent: Initializing global
settings cache *****
2007-04-27 08:45:10 1072 6c Agent *
WSUS server: <NULL>
2007-04-27 08:45:10 1072 6c Agent *
WSUS status server: <NULL>
2007-04-27 08:45:10 1072 6c Agent *
Target group: (Unassigned Computers)
2007-04-27 08:45:10 1072 6c Agent *
Windows Update access disabled: No
2007-04-27 08:45:15 1072 6c DnldMgr
Download manager restoring 0 downloads
2007-04-27 08:45:15 1072 6c Agent *
Failed to load persisted download
calls, error = 0x80004002
2007-04-27 08:45:15 1072 6c DnldMgr
FATAL:
DM:CAgentDownloadManager::RestoreDownloadJobs:
GetSession failed with
0x80004002.
2007-04-27 08:45:15 1072 6c DnldMgr
FATAL:
DM:CAgentDownloadManager::DelayedInit:
RestoreDownloadJobs failed with
0x00000000.
2007-04-27 08:45:15 1072 6c AU
##### AU: Initializing Automatic
Updates #####
2007-04-27 08:45:15 1072 6c AU AU
setting next detection timeout to
2007-04-27 07:45:15
```

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2007-04-27 08:45:15 1072 6c AU #
Approval type: Scheduled (User preference)
2007-04-27 08:45:15 1072 6c AU #
Scheduled install day/time: Every day at
10:00
2007-04-27 08:45:15 1072 6c AU #
Auto-install minor updates: Yes (User
preference)
2007-04-27 08:45:15 1072 6c AU FATAL:
Failed to get session from datastore,
error = 0x80004002
2007-04-27 08:45:15 1072 6c AU FATAL:
Failed to Unserialize from data
store, error = 0x80004002
2007-04-27 08:45:15 1072 6c AU #
WARNING: Exit code = 0x80004002
2007-04-27 08:45:15 1072 6c AU
WARNING: InitAUComponents Failed, will
restart AU in 30 mins, error = 0x80004002
2007-04-27 08:45:15 1072 6c AU AU
Restart required....
2007-04-27 08:45:15 1072 cc DnldMgr
FATAL:
DM:CAgentDownloadManager::CheckAllCallDownloadStates:
GetSession failed with
0x80004002.
2007-04-27 08:46:26 2416 a10 Misc
===== Logging initialized (build:
5.8.0.2469, tz: +0100) =====
2007-04-27 08:46:26 2416 a10 Misc =
Process: C:\Program Files\Internet
Explorer\iexplore.exe
2007-04-27 08:46:26 2416 a10 Misc =
Module:
C:\WINDOWS\system32\wuweb.dll
2007-04-27 08:46:26 2416 a10 WUWeb
FATAL: CreateObject for
Microsoft.Update.AgentInfo failed: error
0x800401f3
2007-04-27 08:46:29 2416 a10 WUWeb
FATAL: CreateObject for
Microsoft.Update.AgentInfo failed: error
0x800401f3
2007-04-27 08:46:41 2416 a10 Setup
***** Setup: Checking whether
self-update is required *****
2007-04-27 08:46:41 2416 a10 Setup * Inf
file:
C:\WINDOWS\SoftwareDistribution\WebSetup\wusetup.inf
2007-04-27 08:46:41 2416 a10 Setup
Update NOT required for

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C:\WINDOWS\system32\cdm.dll: target version = 5.8.0.2694, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update NOT required for
C:\WINDOWS\system32\iuengine.dll: target version = 5.8.0.2694, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update required for
C:\WINDOWS\system32\wuapi.dll: target version = 5.4.3790.2180, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update NOT required for
C:\WINDOWS\system32\wuauclt.exe: target version = 5.8.0.2469, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update NOT required for
C:\WINDOWS\system32\wuauclt1.exe: target version = 5.8.0.2469, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update NOT required for
C:\WINDOWS\system32\wuauclt1.exe: target version = 5.8.0.2469, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update NOT required for
C:\WINDOWS\system32\wuaueng.dll: target version = 5.8.0.2469, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update NOT required for
C:\WINDOWS\system32\wuaueng1.dll: target version = 5.8.0.2469, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update required for
C:\WINDOWS\system32\wucltui.dll: target version = 5.4.3790.2180, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update required for
C:\WINDOWS\system32\wups.dll: target version = 5.4.3790.2180, required version = 5.8.0.2469
2007-04-27 08:46:41 2416 a10 Setup
Update required for
C:\WINDOWS\system32\wups2.dll: target

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version = 0.0.0.0, required version =
5.8.0.2469

2007-04-27 08:46:41 2416 a10 Setup *

IsUpdateRequired = Yes

2007-04-27 08:47:20 2416 a54 Setup

2007-04-27 08:47:20 2416 a54 Setup **

START ** Setup: Downloading client CABs

2007-04-27 08:47:20 2416 a54 Setup

2007-04-27 08:47:20 2416 a54 Setup *

Main CAB URL:

<http://download.windowsupdate.com/v6/windowsupdate/b/selfupdate/AU/x86/XP/en>

2007-04-27 08:47:20 2416 a54 Setup *

MUI CAB URL:

<http://download.windowsupdate.com/v6/windowsupdate/b/selfupdate/AU/x86/XP/mu>

2007-04-27 08:47:20 2416 a54 Setup *

Download directory:

C:\WINDOWS\SoftwareDistribution\WebSetup

2007-04-27 08:47:21 2416 a54 Setup

2007-04-27 08:47:21 2416 a54 Setup **

END ** Setup: Downloading client CABs

2007-04-27 08:47:21 2416 a54 Setup

2007-04-27 08:47:21 2416 a54 Setup

2007-04-27 08:47:21 2416 a54 Setup **

START ** Setup: Installing client

binaries

2007-04-27 08:47:21 2416 a54 Setup

2007-04-27 08:47:21 2416 a54 Setup *

Download directory:

C:\WINDOWS\SoftwareDistribution\WebSetup

2007-04-27 08:47:21 2416 a54 Setup *

Stop and start service: Yes

2007-04-27 08:47:21 1072 6c Service

2007-04-27 08:47:21 1072 6c Service **

END ** Service: Service exit

[Exit code = 0x240001]

2007-04-27 08:47:21 1072 6c Service

2007-04-27 08:47:24 2416 a54 Setup

Starting file operations for section wuapi

2007-04-27 08:47:27 2416 a54 Setup

Successfully copied source file

C:\WINDOWS\SoftwareDistribution\WebSetup\wuapi.dll

to

C:\WINDOWS\system32\wuapi.dll.wusetup.232203.new

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2007-04-27 08:47:27 2416 a54 Setup
WARNING: Could not move
C:\WINDOWS\system32\wuapi.dll to
C:\WINDOWS\system32\wuapi.dll.wusetup.232203.bak
due to 0x80070020
2007-04-27 08:47:27 2416 a54 Setup File
operations for section wuapi
completed successfully
2007-04-27 08:47:27 2416 a54 Setup
Starting file operations for section
wucltui
2007-04-27 08:47:27 2416 a54 Setup
Successfully copied source file
C:\WINDOWS\SoftwareDistribution\WebSetup\wucltui.dll
to
C:\WINDOWS\system32\wucltui.dll.wusetup.232384.new
2007-04-27 08:47:28 2416 a54 Setup Setup
successfully moved
C:\WINDOWS\system32\wucltui.dll.wusetup.232384.new
to
C:\WINDOWS\system32\wucltui.dll
2007-04-27 08:47:29 2416 a54 Setup
Successfully copied source file
C:\WINDOWS\SoftwareDistribution\WebSetup\wuauhelp.chm
to
C:\WINDOWS\help\wuauhelp.chm.wusetup.233686.new
2007-04-27 08:47:29 2416 a54 Setup Setup
successfully moved
C:\WINDOWS\help\wuauhelp.chm.wusetup.233686.new
to
C:\WINDOWS\help\wuauhelp.chm
2007-04-27 08:47:40 2416 a54 Setup
WARNING: Setup failed while processing
file operations, error = 0x800703E3. Rolling
back changes.
2007-04-27 08:47:40 2416 a54 Setup
Rollback: Successfully copied