

Re: Can't update. Scan never finishes

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-07/msg00141.html>

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 - *Date:* Tue, 3 Jul 2007 21:50:05 +1000
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If you have a Wireless Router:–
In the security tab, make sure you aren't blocking AcitveX.

"Checking for latest updates for your computer"

Possible reasons :–

1. Internet Explorer temporary files corrupted.
2. Background Intelligent and Event Log service not started
3. SoftwareDistribution folder has become corrupted
4. You may need to re-registered some dlls files
5. You may need to add Windows Update to the Trusted Sites Zone:
6. Spyware.
7. Third party programs running in background.
8. ActiveX controls corrupted

Suggestion 1:–

Clearing Temporary Internet files, cookies and history in Internet Explorer
Tools>Internet Options>General

You'll see Delete Cookies, Delete files, Delete History

NB: "Delete all offline content", will delete all files needed to browse the websites offline.

Reboot and try Windows Update again.

Suggestion 2:–

1: Check that the Background Intelligent Transfer Service to is set to Automatic and verify the Status is Started.

Click Start, Choose Run, and in the Run box, type services.msc, Click OK

Locate the Background Intelligent Transfer Service service, and right-click to select it.

Select Properties, and in the Startup Type list, select Automatic. Verify the service Status is Started. Click OK.

2. Check that the Set Event Log service is set to Automatic and verify that the Status is Started

Click Start, Choose Run, and in the Run box, type services.msc, Click OK.

Locate the Event Log service, and right-click to select it.

Select Properties., and in the Startup type list, select Automatic. Verify the Service status is Started. Click OK.

3. Register qmgr.dll and qmgrprxy.dll

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Click Start, Choose Run and in the Run box, type regsvr32 qmgr.dll, Click OK.
Click Start, Choose Run and in the Run box, type regsvr32 qmgrprxy.dll, Click OK.

Suggestion 3:–

It is possible that the contents of the SoftwareDistribution folder have become corrupted, so try renaming the SoftwareDistribution folder

Click Start, Choose Run.

In the Run box, type services.msc.

Click OK.

Right-click the Automatic Updates service.

Click Stop.

Stopping the service will take a moment.

Rename the "SoftwareDistribution" folder:

a. Click Start, click Run, type: %systemroot%

Click OK.

b. Right-click the SoftwareDistribution folder, and then click Rename.

c. Type SoftwareDistribution.old, and then press ENTER to rename this folder.

Click Start. Choose Run.

In the Run box, type services.msc.

Click OK.

Right-click the Automatic Updates service.

Click Start.

Starting the service will take a moment.

Please note that your update history is contained in the "datastore" folder and when you rename the Software Distribution folder, the history is lost but it's not important. You can if need be, copy the contents back from the renamed softwareDistribution.old folder. Losing the history of Windows Updates is not important.

Suggestion 4:–

Certain files may have become unregistered, and you will need to register them again:–

Click Start, Choose Run and in the Run box, type regsvr32 wuaueng1.dll, Click OK.

Do the same for the other files:–

wucltui.dll

wuaueng.dll

wuapi.dll

jscript.dll

MSXML.DLL

MSXML2.DLL

MSXML3.DLL

Suggestion 5:–

Add Windows Update to the Trusted Sites Zone:

Please note that Security settings in Internet Explorer must be set to Medium or lower for ActiveX files to correctly pass to your computer.

Only the Web sites listed in Internet Explorer's Trusted Sites Zone will be affected by the lowering of Security settings. Your current security settings for all other Web sites

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will remain as they are currently configured.

Open Internet Explorer, click Tools, and then click Internet Options, Click Security.

Click Trusted Sites Zone. Click Sites.

Clear the Require server verification (https:) for all sites in this zone check box.

Use the Add button next to the Add this Web site to the zone box to add the following sites:

http://*.windowsupdate.microsoft.com

https://*.windowsupdate.microsoft.com

<http://download.windowsupdate.com>

Suggestion 6:–

The below links assist you in checking your system for parasites:–

<http://aumha.org/a/noads.htm>

<http://inetexplorer.mvps.org/tshoot.html>

Please note that some malware may kill the internet connection when it is removed, the program on the link below will enable you to regain the internet connection.

<http://www.cexx.org/lspfix.htm>

Spyware Programs links:–

<http://www.microsoft.com/athome/security/spyware/software/default.mspix> (Windows Defender)

www.lavasoftusa.com Ad–Aware

www.security.kolla.de Spybot

Suggestion 7:–

Make sure you haven't got anything blocking Windows Update like Nortons, Zonealarm etc

Also make sure you don't have a Web Accelerator working in the background such as

NetZerio, HiSpeed, Speedband etc.

Suggestion 8:

If you need to reinstall the ActiveX controls (because they may have become corrupt):–

Follow this article –

The Windows Update Web site and the Microsoft Update Web site do not scan for updates when you repair a failed installation of Windows XP Service Pack 2 or of Windows XP Service Pack 1

<http://support.microsoft.com/kb/916259>

Please note: WU Client 3.0 – Windows Update Agent:

<http://download.windowsupdate.com/v7/windowsupdate/redirect/standalone/WindowsUpdateAgent30-x86.exe>

or for the 64 bit version

<http://download.windowsupdate.com/v7/windowsupdate/redirect/standalone/WindowsUpdateAgent30-x64.exe>

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How to make a good post: <http://www.dts-l.org/goodpost.htm>

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Defending your machine: <http://defendingyourmachine2.blogspot.com/>
<http://taurarian.mvps.org/index.htm>

Emails will not be acknowledged – please post to the newsgroup so all may benefit.

"Clueless" <Clueless@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:50A6F9F2-05D8-4DFB-8826-4BD48577FB21@xxxxxxxxxxxxxxxxxxxx>
| Windows Update starts the scan 'checking your PC for updates', but the scan
| never finishes. No error codes are ever received. Been like this for a week
| now. Nothing new added or removed. Disabling anti virus / Firewall etc. does
| not help. I see so many people with Updating problems in here. Is it a
| Microsoft problem?

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