

# Re: error 80070424 windows update VISTA

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-09/msg00707.html>

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- *From:* wirelessguru <[wirelessguru@xxxxxxxxxxxxxxxxxxxx](mailto:wirelessguru@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 18 Sep 2007 19:44:01 -0700
- 

Actually, SubInACL DOES work in Vista – at least it appears to do something.

I had tried that due to the information posted in this topic

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx?dg=microsoft.public.windowsupdate&tid=1f>

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I found the present topic by typing "windows update agent installer encountered unrecoverable error" into Google – which is the error I got when I tried to install it.

My 1166 KB log file only goes back to Sept. 6. Here are the log file lines from this evening turning on the computer, then manually checking for updates about 18 minutes later...

```
2007-09-18 19:09:40:506 1048 9a8 AU AU deferring detection until wake-up
from hibernation
2007-09-18 19:09:42:980 1048 a20 Report WARNING: Reporter failed to upload
events with hr = 8024000c.
2007-09-18 19:09:42:981 1048 a20 Report WARNING: Reporter failed to upload
events with hr = 8024000c.
2007-09-18 19:09:45:816 1048 9a8 AU Triggering Online detection
(non-interactive)
2007-09-18 19:09:48:216 1048 5d0 Report Uploading 4 events using cached
cookie, reporting URL =
http://stats.update.microsoft.com/ReportingWebService/ReportingWebService.aspx
2007-09-18 19:09:48:238 1048 5d0 Report WARNING: Failed to upload events to
the server with hr = 80072ef1.
2007-09-18 19:09:48:238 1048 5d0 PT WARNING: ReportEventBatch failure, error
= 0x80244004, soap client error = 4, soap error code = 0, HTTP status code =
200
2007-09-18 19:09:48:238 1048 5d0 Report WARNING: Reporter failed to upload
events with hr = 80244004.
2007-09-18 19:09:48:258 1048 5d0 Report Uploading 4 events using cached
cookie, reporting URL =
http://stats.update.microsoft.com/ReportingWebService/ReportingWebService.aspx
2007-09-18 19:09:51:626 1048 5d0 Report Reporter successfully uploaded 4
events.
2007-09-18 19:10:15:833 1048 9a8 AU #####
2007-09-18 19:10:15:833 1048 9a8 AU ## START ## AU: Search for updates
```

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2007-09-18 19:10:15:833 1048 9a8 AU #####  
2007-09-18 19:10:16:497 1048 9a8 AU <<## SUBMITTED ## AU: Search for updates  
[CallId = {14C577DC-52BF-401C-863E-86EE36907175}]  
2007-09-18 19:10:16:497 1048 980 Agent \*\*\*\*\*  
2007-09-18 19:10:16:497 1048 980 Agent \*\* START \*\* Agent: Finding updates  
[CallerId = AutomaticUpdates]  
2007-09-18 19:10:16:497 1048 980 Agent \*\*\*\*\*  
2007-09-18 19:10:16:497 1048 980 Setup Checking for agent SelfUpdate  
2007-09-18 19:10:16:733 1048 980 Setup Client version: Core: 6.0.6000.16386  
Aux: 6.0.6000.16386  
2007-09-18 19:10:22:567 1048 980 Setup Determining whether a new setup  
handler needs to be downloaded  
2007-09-18 19:10:22:567 1048 980 Setup SelfUpdate handler is not found. It  
will be downloaded  
2007-09-18 19:10:22:586 1048 980 Setup Evaluating applicability of setup  
package "WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.6000.381"  
2007-09-18 19:10:24:294 1048 980 Handler FATAL: UH: 0x80070490:  
EvaluateApplicability failed in CCbs::EvaluateApplicability  
2007-09-18 19:10:24:295 1048 980 Setup WARNING: CBS EvaluateApplicability  
returned error, error = 0x80070490  
2007-09-18 19:10:24:295 1048 980 Setup FATAL: Applicability evaluation for  
setup package  
"WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.6000.381" failed,  
error = 0x80070490  
2007-09-18 19:10:24:296 1048 980 Setup FATAL: SelfUpdate check failed, err =  
0x80070490  
2007-09-18 19:10:24:296 1048 980 Agent \* WARNING: Skipping scan,  
self-update check returned 0x80070490  
2007-09-18 19:10:24:438 1048 980 Agent \* WARNING: Exit code = 0x80070490  
2007-09-18 19:10:24:438 1048 980 Agent \*\*\*\*\*  
2007-09-18 19:10:24:438 1048 980 Agent \*\* END \*\* Agent: Finding updates  
[CallerId = AutomaticUpdates]  
2007-09-18 19:10:24:438 1048 980 Agent \*\*\*\*\*  
2007-09-18 19:10:24:439 1048 980 Agent WARNING: WU client failed Searching  
for update with error 0x80070490  
2007-09-18 19:10:24:439 1048 ff4 AU >>## RESUMED ## AU: Search for updates  
[CallId = {14C577DC-52BF-401C-863E-86EE36907175}]  
2007-09-18 19:10:24:439 1048 ff4 AU # WARNING: Search callback failed,  
result = 0x80070490  
2007-09-18 19:10:24:439 1048 ff4 AU # WARNING: Failed to find updates with  
error code 80070490  
2007-09-18 19:10:24:439 1048 ff4 AU #####  
2007-09-18 19:10:24:439 1048 ff4 AU ## END ## AU: Search for updates  
[CallId = {14C577DC-52BF-401C-863E-86EE36907175}]  
2007-09-18 19:10:24:439 1048 ff4 AU #####  
2007-09-18 19:10:24:440 1048 ff4 AU AU setting next detection timeout to  
2007-09-19 07:10:24  
2007-09-18 19:10:24:440 1048 ff4 AU Setting AU scheduled install time to  
2007-09-19 10:00:00  
2007-09-18 19:10:29:368 1048 a68 Report REPORT EVENT:  
{4A15B70F-1FEE-4BE2-8EDB-EA9049EA7BBC} 2007-09-18

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19:10:24:296-0700 1 148 101 {61CA813A-7585-442E-A66B-B0D15CE6BDC0} 1 80070490 SelfUpdate  
Failure Software  
Synchronization Windows Update Client failed to detect with error 0x80070490.  
2007-09-18 19:38:20:006 1048 830 AU Triggering AU detection through  
DetectNow API  
2007-09-18 19:38:20:007 1048 830 AU Triggering Online detection (interactive)  
2007-09-18 19:38:20:015 1048 9a8 AU #####  
2007-09-18 19:38:20:023 1048 9a8 AU ## START ## AU: Search for updates  
2007-09-18 19:38:20:023 1048 9a8 AU #####  
2007-09-18 19:38:20:097 1048 9a8 AU <<## SUBMITTED ## AU: Search for updates  
[CallId = {28A5A840-BBBE-4F26-9EE7-57C67DE2C615}]  
2007-09-18 19:38:20:097 1048 cdc Agent \*\*\*\*\*  
2007-09-18 19:38:20:097 1048 cdc Agent \*\* START \*\* Agent: Finding updates  
[CallerId = AutomaticUpdates]  
2007-09-18 19:38:20:097 1048 cdc Agent \*\*\*\*\*  
2007-09-18 19:38:20:097 1048 cdc Setup Checking for agent SelfUpdate  
2007-09-18 19:38:20:098 1048 cdc Setup Client version: Core: 6.0.6000.16386  
Aux: 6.0.6000.16386  
2007-09-18 19:38:21:224 1048 cdc Setup Determining whether a new setup  
handler needs to be downloaded  
2007-09-18 19:38:21:224 1048 cdc Setup SelfUpdate handler is not found. It  
will be downloaded  
2007-09-18 19:38:21:225 1048 cdc Setup Evaluating applicability of setup  
package "WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.6000.381"  
2007-09-18 19:38:21:506 1048 cdc Handler FATAL: UH: 0x80070490:  
EvaluateApplicability failed in CCbs::EvaluateApplicability  
2007-09-18 19:38:21:507 1048 cdc Setup WARNING: CBS EvaluateApplicability  
returned error, error = 0x80070490  
2007-09-18 19:38:21:508 1048 cdc Setup FATAL: Applicability evaluation for  
setup package  
"WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.6000.381" failed,  
error = 0x80070490  
2007-09-18 19:38:21:508 1048 cdc Setup FATAL: SelfUpdate check failed, err =  
0x80070490  
2007-09-18 19:38:21:508 1048 cdc Agent \* WARNING: Skipping scan,  
self-update check returned 0x80070490  
2007-09-18 19:38:21:596 1048 cdc Agent \* WARNING: Exit code = 0x80070490  
2007-09-18 19:38:21:596 1048 cdc Agent \*\*\*\*\*  
2007-09-18 19:38:21:596 1048 cdc Agent \*\* END \*\* Agent: Finding updates  
[CallerId = AutomaticUpdates]  
2007-09-18 19:38:21:596 1048 cdc Agent \*\*\*\*\*  
2007-09-18 19:38:21:596 1048 cdc Agent WARNING: WU client failed Searching  
for update with error 0x80070490  
2007-09-18 19:38:21:596 1048 5dc AU >>## RESUMED ## AU: Search for updates  
[CallId = {28A5A840-BBBE-4F26-9EE7-57C67DE2C615}]  
2007-09-18 19:38:21:596 1048 5dc AU # WARNING: Search callback failed,  
result = 0x80070490  
2007-09-18 19:38:21:596 1048 5dc AU # WARNING: Failed to find updates with  
error code 80070490  
2007-09-18 19:38:21:596 1048 5dc AU #####  
2007-09-18 19:38:21:597 1048 5dc AU ## END ## AU: Search for updates

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[CallId = {28A5A840-BBBE-4F26-9EE7-57C67DE2C615}]  
2007-09-18 19:38:21:597 1048 5dc AU #####  
2007-09-18 19:38:21:597 1048 5dc AU AU setting next detection timeout to  
2007-09-19 07:38:21  
2007-09-18 19:38:21:597 1048 5dc AU Setting AU scheduled install time to  
2007-09-19 10:00:00  
2007-09-18 19:38:26:534 1048 5dc Report REPORT EVENT:  
{90D60600-9548-464A-B630-1411459B5151} 2007-09-18  
19:38:21:508-0700 1 148 101 {61CA813A-7585-442E-A66B-B0D15CE6BDC0} 1 80070490 SelfUpdate  
Failure Software  
Synchronization Windows Update Client failed to detect with error 0x80070490.

"MowGreen [MVP]" wrote:

Ouch. I doubt whether SubInACL works in Vista.  
Could you please post a section of the WindowsUpdate.log by going to  
Start > Run > type in

%windir%\windowsupdate.log  
Click OK

If possible, locate a section of the log from around 3/20/07.  
If not, start at the bottom and work your way up to a section that shows  
an ERROR, WARNING, or FATAL. Then copy&paste that along with 30 or so  
\*preceding\* lines into your reply, please.

MowGreen [MVP 2003-2007]

=====  
\*-343-\* FDNY  
Never Forgotten  
=====

wirelessguru wrote:

After reading this conversation and the attempted fixes, I am having similar  
difficulty getting Windows Updates on Vista except I am getting error code  
80070490. When trying the fixes, I am also running into the same error  
messages. Here's a few more details that will hopefully help resolve this  
problem for myself and others (hopefully without having to reinstall)...

1. Only running AVG Anti-Virus
2. The Subinacl tool errors on  
HKLM\Software\Microsoft\WindowsNT\CurrentVersion\Permissions or a  
subkey of  
that (the DOS window is not wide enough to see the full key)

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3. Windows Update history shows that all Microsoft Updates (Office, Windows Defender, and Malicious Software Removal Tool) ARE being downloaded and installed automatically.
4. Last Recommended Update was on 3/20/07 – KB932246 "Failed"
5. The last successful update was on 2/27/07 – KB929685 "Successful"
6. Control Panel > Programs and Features > Installed Updates shows "No updates are installed on this computer"

Hopefully this helps get this problem resolved.

"MowGreen [MVP]" wrote:

getalexfr wrote:

the commands you gave me to put into cmd  
all worked fine apart from one:  
regsvr32 wudriver.dll  
to this i have a regsvr32 window pop up  
saying >>

The module "wudriver.dll" was loaded but  
the entry-point  
DllRegisterServer was not found.

Make sure that "wudriver.dll" is a valid DLL  
or OCX file and then try  
again.

<<

wuwebv.dll is version 7.0.600.374

thanks for all your help. i've now got hold of  
a microsoft support team  
guy who is trying to help me too, by email.  
will post any results here,  
but i fear it could take some time!  
a

You're mowst welcome. Let's see if MS support is able to get

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wuwebv.dll  
up to the latest Version, 7.0.600.381.  
'Us' MVPs have been letting MS know through our 'channels'  
that they  
really **\*\*need\*\*** to provide some place where someone in  
your situation  
can download the latest WUA in order to install it manually.  
In fact, I've pointed them to this thread as an example of why  
they  
really **\*\*need\*\*** to do just that.

Keep us posted and hang in there ! Do NOT let them tell you  
that the  
only resolution is to reformat/reinstall Vista to resolve this  
issue.  
If they do, contact me, please. Same Username but at  
gmail.dot.com

MowGreen [MVP 2003–2007]

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\*\_343\_\* FDNY  
Never Forgotten  
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