

Re: error 80070424 windows update VISTA

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-09/msg00847.html>

- *From:* wirelessguru <wirelessguru@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 23 Sep 2007 07:26:01 -0700
-

The 3rd EXE was wusa.exe – Windows Update Standalone Installer.

I didn't check the backup folder – but the files in the original System32 folder were all version 6 files – dated 11/2/2006. Whenever they updated to version 7 files – the computer never downloaded and installed those.

But since the re-install of Windows – version 7 files automatically installed and the computer's running fine now. Not sure what corrupted the initial install.

"MowGreen [MVP]" wrote:

You're mowst welcome. I'd be curious to see what's in the backup folders in order to compare the system files required to update vs. the current system files.

I **think** the system files for updating Vista are:

- * wuapi.dll
- * wuapp.exe
- * wuauclt.exe
- * wuaueng.dll
- * wucltux.dll
- * wudriver.dll
- * wups.dll
- * wups2.dll
- * wuwebv.dll

What was the 3rd .exe that you had posted previously ?

MowGreen [MVP 2003–2007]

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–343– FDNY
Never Forgotten
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wirelessguru wrote:

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Restoring the original version 6 files corrected the blank window problem – but the original error 80070490 still existed. Using Windows Update from IE just brings up the Windows Update Control Panel.

I had to get the laptop back to my client today, so I re-installed Windows last night. Gateway has a convenient utility in a hidden partition that restores the OS. They had 2 options, backup and restore – or reformat and restore. I chose Backup and Restore – and it worked great. Afterwards there was a "Backup" folder on the C Drive with all pre-restore folders and data, and Windows is updating just fine.

Normally I like to fix things rather than start fresh, but at least with Vista it seems they've made re-installing a little less painful.

Thanks for your assistance.

"MowGreen [MVP]" wrote:

Can you use IE7 and visit the Windows Update site ?
Hopefully, the
latest Version of the Windows Update Agent/Client will be
installed to
rectify the blank Windows Update window.

If that fails, then suggest you attempt to run the System File
Checker:

Some Windows Vista functions may not work, or Windows
Vista may stop
responding
<http://support.microsoft.com/kb/929833>

MowGreen [MVP 2003–2007]

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wirelessguru wrote:

I thought I would be creative and try
replacing all 7 DLLs and 3 EXEs related
to wu* located in the System32 folder with

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versions from a working Vista installation with file dates 8/23/07. The result was Windows Updates shows a nearly blank box. Registering the wudriver.dll file produced the same error as before.

"MowGreen [MVP]" wrote:

IF SubInACL works with Vista then why is it erring on the reg subkey you previously posted ?
NOTE: Vista is not installed here and no such subkey to check

I'll start with the last error code and work back up in the log:

0x80070490
E_PROP_ID_UNSUPPORTED
Permission denied /
[Problem initializing or using session variables] or
Element not found

0x80244004
SUS_E_PT_SOAPCLIENT_CONNECT
failed connecting to server

0x80072ef1
ERROR_INTERNET_OPERATION_CANCELLED

0x8024000c SUS_E_NOOP
no operation is needed

The last 3 errors were resolved. This one is what's preventing *some* updates from being offered :

2007-09-18 19:10:24:294
1048 980 Handler FATAL:
UH: 0x80070490:
EvaluateApplicability failed
in

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```
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
```

I don't **think** it's an ACL
issue, rather, it's a
communication issue
due to some files not being
registered properly.

Element not
found

Open an **Elevated**
Command Prompt by right
clicking cmd and choosing
'Run as administrator', stop
the WU Service, and then
register these
files pressing Enter after
each command
NOTE: The net stop
command may not be
applicable in Vista. If so,
then
do this first:

To stop the
Windows
Update
service

You must
be logged
on as an

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administrator
to perform
these steps.

1. Open
Administrative
Tools by
clicking the
Start button,
clicking
Control
Panel,
clicking
System and
Maintenance,
and then
clicking
Administrative
Tools.

2.
Double-click
Services. If
you are
prompted
for an
administrator
password or
confirmation,
type the
password or
provide
confirmation.

3.
Right-click
the
Windows
Update
service, and
then click
Stop.

```
net stop wuauerv
regsvr32 wuapi.dll
regsvr32 wuaueng.dll
regsvr32 wucltux.dll
regsvr32 wudriver.dll
regsvr32 wups2.dll
regsvr32 wups.dll
regsvr32 wuwebv.dll
net start wuauerv
exit
```

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Restart the system and see if
it can update now.

MowGreen [MVP
2003–2007]

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wirelessguru wrote:

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.asp>

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.

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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

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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/ReportingWe>

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:

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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/ReportingWe>
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

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AU ##
START ##
AU: Search
for updates
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:

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```
=
0x80070490
2007-09-18
19:10:24:295
1048 980
Setup
FATAL:
Applicability
evaluation
for
setup
package
"WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.600
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
```

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```
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
```

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```
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
19:10:24:296-0700
1 148 101
{61CA813A-7585-442E-A66B-B0D15CE6BDC0}
```

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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

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```
## 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
```

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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~~7.0.600

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~~7.0.600

failed,

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```
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
```

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```
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
```