

Windows Update Service Crashes When check for new updates starts

Source:

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I've tried all the posted methods, hotfix for BITS (doesn't apply to my system), clearing the QMGR files from BITS, and Clearing the whole Software Distribution directory from windows.

bitsadmin gives:

```
C:\Windows>bitsadmin /util /version /verbose
```

```
BITSADMIN version 3.0 [ 7.0.6000 ]  
BITS administration utility.  
(C) Copyright 2000-2006 Microsoft Corp.
```

Version of BITS installed on the system: 3.0

File version for BITS binaries:

```
file path version langId  
C:\Windows\system32\qmgr.dll 7.0.6000.16531 1033  
C:\Windows\system32\qmgrprxy.dll 7.0.6000.16386 1033  
C:\Windows\system32\bitsprx2.dll 7.0.6000.16386 1033  
C:\Windows\system32\bitsprx3.dll 7.0.6000.16386 1033  
C:\Windows\system32\bitsprx4.dll 7.0.6000.16386 1033  
C:\Windows\system32\bitsprx5.dll 7.0.6000.16386 1033  
C:\Windows\system32\bitsigd.dll 7.0.6000.16386 1033  
C:\Windows\system32\bitsperf.dll 7.0.6000.16386 1033
```

```
Is BITS secondary service DLL active: No  
BITS secondary service DLL path: N/A
```

Pending file operations: None

```
Group policy undefined for peer caching.  
Group policy limit bandwidth: Undefined.  
Group policy daytime limit: Undefined.  
Group policy daytime start: Undefined.  
Group policy daytime end: Undefined.  
Group policy night time limit: Undefined.  
Group policy max jobs per user: Undefined.  
Group policy max jobs per machine: Undefined.
```

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Group policy max files per job: Undefined.
Group policy max ranges per file: Undefined.
Group policy max bandwidth from seconds: Undefined.
Group policy max bandwidth to seconds: Undefined.
Group policy prevent from acting as server: Undefined.
Group policy prevent peer caching client: Undefined.
Unable to get cache size – 0x80200047
Peer-caching is disabled.

Max cache size: 0 % of the system volume's size
Unable to get Maximum Content Age – 0x80200047
Peer-caching is disabled.

Max content age: 0
Group policy max bandwidth served: Undefined.
Group policy max download time: Undefined.
Is BITS's maximum network bandwidth utilization policy active? NO

Is BITS's job inactivity timeout policy active? NO

Checking BITS main COM interfaces...

Attempting to instantiate BITS main interface, IBackgroundCopyManager...

The BITS service will be started if not already running.

SUCCESS – IBackgroundCopyManager is correctly registered and can be instantiated

..

SUCCESS – IBackgroundCopyJob is correctly registered.

SUCCESS – IBackgroundCopyJob2 is correctly registered.

SUCCESS – IBackgroundCopyJob3 is correctly registered.

SUCCESS – IBackgroundCopyJobHttpOptions is correctly registered.

SUCCESS – IBackgroundCopyJob4 is correctly registered.

SUCCESS – no BITS configuration errors were found!!

C:\Windows>

And the last bit of the WindowsUpdate.Log as well:

```
2007-10-09 23:32:57:097 5032 4e8 Misc ===== Logging initialized
(buid: 7.0.6000.381, tz: -0400) =====
2007-10-09 23:32:57:097 5032 4e8 Misc = Process:
C:\Windows\system32\svchost.exe
2007-10-09 23:32:57:097 5032 4e8 Misc = Module:
c:\windows\system32\wuaueng.dll
2007-10-09 23:32:57:095 5032 4e8 Service *****
2007-10-09 23:32:57:097 5032 4e8 Service ** START ** Service: Service startup
2007-10-09 23:32:57:097 5032 4e8 Service *****
2007-10-09 23:32:57:103 5032 4e8 Agent * WU client version 7.0.6000.381
2007-10-09 23:32:57:103 5032 4e8 Agent * Base directory:
```

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```
C:\Windows\SoftwareDistribution
2007-10-09 23:32:57:123 5032 4e8 Agent * Access type: No proxy
2007-10-09 23:32:57:133 5032 4e8 Agent * Network state: Connected
2007-10-09 23:32:57:154 5032 134c Agent ***** Agent: Initializing
Windows Update Agent *****
2007-10-09 23:32:57:155 5032 134c Agent ***** Agent: Initializing
global settings cache *****
2007-10-09 23:32:57:155 5032 134c Agent * WSUS server: <NULL>
2007-10-09 23:32:57:155 5032 134c Agent * WSUS status server: <NULL>
2007-10-09 23:32:57:155 5032 134c Agent * Target group: (Unassigned
Computers)
2007-10-09 23:32:57:155 5032 134c Agent * Windows Update access disabled: No
2007-10-09 23:32:57:471 5032 4e8 Report ***** Report: Initializing
static reporting data *****
2007-10-09 23:32:57:471 5032 4e8 Report * OS Version = 6.0.6000.0.0.65792
2007-10-09 23:32:57:471 5032 4e8 Report * OS Product Type = 0x00000001
2007-10-09 23:32:57:507 5032 4e8 Report * Computer Brand = NVIDIA
2007-10-09 23:32:57:507 5032 4e8 Report * Computer Model = 122-CK-NF68
2007-10-09 23:32:57:509 5032 4e8 Report * Bios Revision = 6.00 PG
2007-10-09 23:32:57:509 5032 4e8 Report * Bios Name = Phoenix - AwardBIOS
v6.00PG
2007-10-09 23:32:57:509 5032 4e8 Report * Bios Release Date =
2007-07-11T00:00:00
2007-10-09 23:32:57:509 5032 4e8 Report * Locale ID = 1033
2007-10-09 23:32:57:902 5032 134c DnldMgr Download manager restoring 0
downloads
2007-10-09 23:32:57:903 5032 134c AU ##### AU: Initializing Automatic
Updates #####
2007-10-09 23:32:57:903 5032 134c AU AU setting next detection timeout to
2007-10-10 03:32:57
2007-10-09 23:32:57:905 5032 134c AU # Approval type: Scheduled (User
preference)
2007-10-09 23:32:57:905 5032 134c AU # Scheduled install day/time: Every
day at 3:00
2007-10-09 23:32:57:905 5032 134c AU # Auto-install minor updates: Yes
(User preference)
2007-10-09 23:32:57:906 5032 134c AU AU finished delayed initialization
2007-10-09 23:32:57:906 5032 4e8 AU #####
2007-10-09 23:32:57:906 5032 4e8 AU ## START ## AU: Search for updates
2007-10-09 23:32:57:907 5032 4e8 AU #####
2007-10-09 23:32:57:914 5032 4e8 AU <<## SUBMITTED ## AU: Search for updates
[CallId = {E202E5C6-DA4D-422F-ADCF-06AD376A5CBA}]
2007-10-09 23:32:57:915 5032 ba8 Agent *****
2007-10-09 23:32:57:915 5032 ba8 Agent ** START ** Agent: Finding updates
[CallerId = AutomaticUpdates]
2007-10-09 23:32:57:915 5032 ba8 Agent *****
2007-10-09 23:32:57:915 5032 ba8 Agent * Online = Yes; Ignore download
priority = No
2007-10-09 23:32:57:915 5032 ba8 Agent * Criteria = "IsInstalled=0 and
DeploymentAction='Installation' or IsPresent=1 and
DeploymentAction='Uninstallation' or IsInstalled=1 and
```

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DeploymentAction='Installation' and RebootRequired=1 or IsInstalled=0 and
DeploymentAction='Uninstallation' and RebootRequired=1"
2007-10-09 23:32:57:915 5032 ba8 Agent * ServiceID =
{9482F4B4-E343-43B6-B170-9A65BC822C77}
2007-10-09 23:32:57:915 5032 ba8 Setup Checking for agent SelfUpdate
2007-10-09 23:32:57:916 5032 ba8 Setup Client version: Core: 7.0.6000.381
Aux: 7.0.6000.381
2007-10-09 23:32:57:917 5032 134c AU Triggering AU detection through
DetectNow API
2007-10-09 23:32:57:917 5032 134c AU Piggybacking on an AU detection already
in progress
2007-10-09 23:32:57:935 5032 ba8 Misc Validating signature for
C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wuredir.cab:
2007-10-09 23:32:58:031 5032 ba8 Misc Microsoft signed: Yes
2007-10-09 23:32:58:120 5032 ba8 Misc Validating signature for
C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wuredir.cab:
2007-10-09 23:32:58:126 5032 ba8 Misc Microsoft signed: Yes
2007-10-09 23:32:58:135 5032 ba8 Misc Validating signature for
C:\Windows\SoftwareDistribution\SelfUpdate\wuident.cab:
2007-10-09 23:32:58:141 5032 ba8 Misc Microsoft signed: Yes
2007-10-09 23:32:58:202 5032 ba8 Misc Validating signature for
C:\Windows\SoftwareDistribution\SelfUpdate\wuident.cab:
2007-10-09 23:32:58:208 5032 ba8 Misc Microsoft signed: Yes
2007-10-09 23:32:58:211 5032 ba8 Misc Validating signature for
C:\Windows\SoftwareDistribution\SelfUpdate\wsus3setup.cab:
2007-10-09 23:32:58:217 5032 ba8 Misc Microsoft signed: Yes
2007-10-09 23:32:58:242 5032 ba8 Misc Validating signature for
C:\Windows\SoftwareDistribution\SelfUpdate\wsus3setup.cab:
2007-10-09 23:32:58:250 5032 ba8 Misc Microsoft signed: Yes
2007-10-09 23:32:58:270 5032 ba8 Setup Determining whether a new setup
handler needs to be downloaded
2007-10-09 23:32:58:270 5032 ba8 Setup SelfUpdate handler is not found. It
will be downloaded
2007-10-09 23:32:58:270 5032 ba8 Setup Evaluating applicability of setup
package "WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.6000.381"
2007-10-09 23:32:58:288 5032 ba8 Setup Setup package
"WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.6000.381" is already
installed.
2007-10-09 23:32:58:289 5032 ba8 Setup Evaluating applicability of setup
package "WUClient-SelfUpdate-Aux-TopLevel~31bf3856ad364e35~x86~~7.0.6000.381"
2007-10-09 23:32:58:913 5032 ba8 Setup Setup package
"WUClient-SelfUpdate-Aux-TopLevel~31bf3856ad364e35~x86~~7.0.6000.381" is
already installed.
2007-10-09 23:32:58:914 5032 ba8 Setup Evaluating applicability of setup
package "WUClient-SelfUpdate-Core-TopLevel~31bf3856ad364e35~x86~~7.0.6000.381"
2007-10-09 23:32:59:699 5032 ba8 Setup Setup package
"WUClient-SelfUpdate-Core-TopLevel~31bf3856ad364e35~x86~~7.0.6000.381" is
already installed.
2007-10-09 23:32:59:700 5032 ba8 Setup SelfUpdate check completed.
SelfUpdate is NOT required.
2007-10-09 23:33:00:597 5032 ba8 Misc Validating signature for

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```
C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wuredir.cab:
2007-10-09 23:33:00:604 5032 ba8 Misc Microsoft signed: Yes
2007-10-09 23:33:00:629 5032 ba8 Misc Validating signature for
C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wuredir.cab:
2007-10-09 23:33:00:635 5032 ba8 Misc Microsoft signed: Yes
2007-10-09 23:33:00:644 5032 ba8 PT ++++++ PT: Synchronizing server
updates ++++++
2007-10-09 23:33:00:644 5032 ba8 PT + ServiceId =
{9482F4B4-E343-43B6-B170-9A65BC822C77}, Server URL =
https://www.update.microsoft.com/v6/ClientWebService/client.asmx
2007-10-09 23:33:08:050 5776 153c Misc ===== Logging initialized
(build: 7.0.6000.381, tz: -0400) =====
2007-10-09 23:33:08:050 5776 153c Misc = Process:
C:\Windows\system32\svchost.exe
2007-10-09 23:33:08:050 5776 153c Misc = Module:
c:\windows\system32\wuaueng.dll
2007-10-09 23:33:08:048 5776 153c Service *****
2007-10-09 23:33:08:050 5776 153c Service ** START ** Service: Service
startup
2007-10-09 23:33:08:050 5776 153c Service *****
2007-10-09 23:33:08:055 5776 153c Agent * WU client version 7.0.6000.381
2007-10-09 23:33:08:056 5776 153c Agent * Base directory:
C:\Windows\SoftwareDistribution
2007-10-09 23:33:08:076 5776 153c Agent * Access type: No proxy
2007-10-09 23:33:08:086 5776 153c Agent * Network state: Connected
2007-10-09 23:33:08:106 5776 16c0 Agent ***** Agent: Initializing
Windows Update Agent *****
2007-10-09 23:33:08:107 5776 16c0 Agent ***** Agent: Initializing
global settings cache *****
2007-10-09 23:33:08:107 5776 16c0 Agent * WSUS server: <NULL>
2007-10-09 23:33:08:107 5776 16c0 Agent * WSUS status server: <NULL>
2007-10-09 23:33:08:107 5776 16c0 Agent * Target group: (Unassigned
Computers)
2007-10-09 23:33:08:107 5776 16c0 Agent * Windows Update access disabled: No
2007-10-09 23:33:08:322 5776 153c Report ***** Report: Initializing
static reporting data *****
2007-10-09 23:33:08:322 5776 153c Report * OS Version = 6.0.6000.0.0.65792
2007-10-09 23:33:08:322 5776 153c Report * OS Product Type = 0x00000001
2007-10-09 23:33:08:351 5776 153c Report * Computer Brand = NVIDIA
2007-10-09 23:33:08:351 5776 153c Report * Computer Model = 122-CK-NF68
2007-10-09 23:33:08:353 5776 153c Report * Bios Revision = 6.00 PG
2007-10-09 23:33:08:353 5776 153c Report * Bios Name = Phoenix - AwardBIOS
v6.00PG
2007-10-09 23:33:08:353 5776 153c Report * Bios Release Date =
2007-07-11T00:00:00
2007-10-09 23:33:08:353 5776 153c Report * Locale ID = 1033
2007-10-09 23:33:08:540 5776 16c0 DnldMgr Download manager restoring 0
downloads
2007-10-09 23:33:08:540 5776 16c0 AU ##### AU: Initializing Automatic
Updates #####
2007-10-09 23:33:08:541 5776 16c0 AU AU setting next detection timeout to
```

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2007-10-10 03:33:08
2007-10-09 23:33:08:542 5776 16c0 AU # Approval type: Scheduled (User preference)
2007-10-09 23:33:08:542 5776 16c0 AU # Scheduled install day/time: Every day at 3:00
2007-10-09 23:33:08:542 5776 16c0 AU # Auto-install minor updates: Yes (User preference)
2007-10-09 23:33:08:543 5776 16c0 AU AU finished delayed initialization
2007-10-09 23:33:08:543 5776 153c AU #####
2007-10-09 23:33:08:543 5776 153c AU ## START ## AU: Search for updates
2007-10-09 23:33:08:543 5776 153c AU #####
2007-10-09 23:33:08:550 5776 153c AU <<## SUBMITTED ## AU: Search for updates [CallId = {A941695B-4F13-414A-87E1-570224C2F794}]
2007-10-09 23:33:08:565 5776 1c4 Agent *****
2007-10-09 23:33:08:565 5776 1c4 Agent ** START ** Agent: Finding updates [CallerId = AutomaticUpdates]
2007-10-09 23:33:08:565 5776 1c4 Agent *****
2007-10-09 23:33:08:565 5776 1c4 Agent * Online = Yes; Ignore download priority = No
2007-10-09 23:33:08:565 5776 1c4 Agent * Criteria = "IsInstalled=0 and DeploymentAction='Installation' or IsPresent=1 and DeploymentAction='Uninstallation' or IsInstalled=1 and DeploymentAction='Installation' and RebootRequired=1 or IsInstalled=0 and DeploymentAction='Uninstallation' and RebootRequired=1"
2007-10-09 23:33:08:565 5776 1c4 Agent * ServiceID = {9482F4B4-E343-43B6-B170-9A65BC822C77}
2007-10-09 23:33:08:565 5776 1c4 Setup Checking for agent SelfUpdate
2007-10-09 23:33:08:565 5776 1c4 Setup Client version: Core: 7.0.6000.381
Aux: 7.0.6000.381
2007-10-09 23:33:08:593 5776 1c4 Misc Validating signature for C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wuredir.cab:
2007-10-09 23:33:08:660 5776 1c4 Misc Microsoft signed: Yes
2007-10-09 23:33:08:733 5776 1c4 Misc Validating signature for C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wuredir.cab:
2007-10-09 23:33:08:739 5776 1c4 Misc Microsoft signed: Yes
2007-10-09 23:33:08:748 5776 1c4 Misc Validating signature for C:\Windows\SoftwareDistribution\SelfUpdate\wuident.cab:
2007-10-09 23:33:08:754 5776 1c4 Misc Microsoft signed: Yes
2007-10-09 23:33:08:799 5776 1c4 Misc Validating signature for C:\Windows\SoftwareDistribution\SelfUpdate\wuident.cab:
2007-10-09 23:33:08:805 5776 1c4 Misc Microsoft signed: Yes
2007-10-09 23:33:08:808 5776 1c4 Misc Validating signature for C:\Windows\SoftwareDistribution\SelfUpdate\wsus3setup.cab:
2007-10-09 23:33:08:813 5776 1c4 Misc Microsoft signed: Yes
2007-10-09 23:33:08:837 5776 1c4 Misc Validating signature for C:\Windows\SoftwareDistribution\SelfUpdate\wsus3setup.cab:
2007-10-09 23:33:08:843 5776 1c4 Misc Microsoft signed: Yes
2007-10-09 23:33:08:862 5776 1c4 Setup Determining whether a new setup handler needs to be downloaded
2007-10-09 23:33:08:862 5776 1c4 Setup SelfUpdate handler is not found. It will be downloaded

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```
2007-10-09 23:33:08:862 5776 1c4 Setup Evaluating applicability of setup
package "WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.6000.381"
2007-10-09 23:33:08:888 5776 1c4 Setup Setup package
"WUClient-SelfUpdate-ActiveX~31bf3856ad364e35~x86~~7.0.6000.381" is already
installed.
2007-10-09 23:33:08:889 5776 1c4 Setup Evaluating applicability of setup
package "WUClient-SelfUpdate-Aux-TopLevel~31bf3856ad364e35~x86~~7.0.6000.381"
2007-10-09 23:33:09:515 5776 1c4 Setup Setup package
"WUClient-SelfUpdate-Aux-TopLevel~31bf3856ad364e35~x86~~7.0.6000.381" is
already installed.
2007-10-09 23:33:09:516 5776 1c4 Setup Evaluating applicability of setup
package "WUClient-SelfUpdate-Core-TopLevel~31bf3856ad364e35~x86~~7.0.6000.381"
2007-10-09 23:33:10:279 5776 1c4 Setup Setup package
"WUClient-SelfUpdate-Core-TopLevel~31bf3856ad364e35~x86~~7.0.6000.381" is
already installed.
2007-10-09 23:33:10:280 5776 1c4 Setup SelfUpdate check completed.
SelfUpdate is NOT required.
2007-10-09 23:33:11:180 5776 1c4 Misc Validating signature for
C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wuredir.cab:
2007-10-09 23:33:11:186 5776 1c4 Misc Microsoft signed: Yes
2007-10-09 23:33:11:212 5776 1c4 Misc Validating signature for
C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wuredir.cab:
2007-10-09 23:33:11:218 5776 1c4 Misc Microsoft signed: Yes
2007-10-09 23:33:11:226 5776 1c4 PT ++++++ PT: Synchronizing server
updates ++++++
2007-10-09 23:33:11:226 5776 1c4 PT + ServiceId =
{9482F4B4-E343-43B6-B170-9A65BC822C77}, Server URL =
https://www.update.microsoft.com/v6/ClientWebService/client.asmx
```

When WU service does crash, the start bar and menu goes nuts [back to looking like WinXP] and only disabling the windows update service prevents the problem.

Automatic updates are and have been enabled since install.

Windows Vista Ultimate 32-bit [only cause I have a freaking iPhone]

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