

Re: Windows update failure

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-01/msg00030.html>

- *From:* Caved1ver <caved1ver@xxxxxxxxxxxx>
 - *Date:* Tue, 1 Jan 2008 08:28:12 -0800
-

When I run "regsvr32 msxml3.dll" I get the following:
DllregisterServer failed in msxml3.dll failed. return code was: 0x80004005

When I attempt to unregister said msxml3.dll ("regsvr32 -u msxml3.dll) I get the following:

DllunregisterServer failed in msxml3.dll failed. return code was: 0x80004005

Additionally, The very same error codes continue to occur when I systematically shutdown each of the following anti-virus/spyware & firewall applications while attempt to regisetr and unregister said *.dll:

Anti-Virus:
Symantec Anti-Virus

Anti-Spyware:
Webroot Spy Sweeper (for Rootkits)
Windows Defender
SpywareGuard
Spyware Blaster

PC Firewall:
ZoneAlarm Pro

"MowGreen [MVP]" wrote:

Your attempt to unREGISTER the .dll failed, correct ?

Additionally, the same problem remains unresolved. I then realized that my

"Windows Update" (WU) capability went out of commission: whenever I visit the WU website I accept and load the ActiveX application & the website

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essentially locks up. I'm not even given a scan button.

There appears to be a Permissions or access issue caused by 3rd party software.

Which antivirus/security software is installed ?

MowGreen [MVP 2003–2008]

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_343- FDNY
Never Forgotten
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Caved1ver wrote:

No other option was available. Additionally, my attempt to uninstall said dll failed:

"DllunregisterServer failed in msxml3.dll failed. return code was: 0x80004005"

"MowGreen [MVP]" wrote:

- 2) From the files available, download msxml3.msi
- 3) Double click the file and follow the steps to install.

When you ran msxml3.msi, were any other Options presented besides Install ?

Was Internet Explorer or any other program open ?

0x80004005 The machine has been validated as genuine

The 0x80070002 during the WGA check just means that the Windows Genuine Notification Tool is not installed. It is NOT required to be installed to pass WGA.

MowGreen [MVP 2003–2008]

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Caved1ver wrote:

This problem began with following error code while attempting to register msxml3.dll:
"DllregisterServer in msxml3.dll failed.
Return code was: 0x80004005"

I found a previous thread
(<http://forums.microsoft.com/Genuine/ShowPost.aspx?PostID=2170252&SiteID=25>) and did the following

- 1) Click Start button, then Run
- 2) In the Run window, Type: regsvr32 msxml3.dll <Click OK>

(Note: This will register the msxml3.dll and the registry entry
HKEY_CLASSES_ROOT\MSXML.DOMDocument will be generated)

If this does not work, the msxml3.dll may be missing or corrupt. Follow the below Fix (Part 2), in that case:

Fix (Part 2):

- 1) Go to the Microsoft XML Parser (MSXML) 3.0 Service Pack 7 (SP7) download

page at:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=28494391-052b-42ff->

- 2) From the files available, download msxml3.msi

- 3) Double click the file and follow the steps to install.

- 4) Click Start button, then Run...
- 5) In the Run window, Type: regsvr32 msxml3.dll <Click OK>

When I run "regsvr32 msxml3.dll" I get the following:

DllregisterServer failed in msxml3.dll failed.
return code was: 0x80004005

When I attempt to unregister said msxml3.dll ("regsvr32 -u msxml3.dll")
DllunregisterServer failed in msxml3.dll failed. return code was: 0x80004005

Additionally, the same problem remains unresolved. I then realized that my "Windows Update" (WU) capability went out of commission: whenever I visit the WU website I accept and load the ActiveX

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application & the website essentially locks up. I'm not even given a scan button.

I ran the MGA diagnostics executable which produced the following:

Diagnostic Report (1.7.0066.0):

WGA Data-->

Validation Status: Genuine

Validation Code: 0

Online Validation Code: N/A

Cached Validation Code: N/A

Windows Product Key:

*****_*****_9P24D-QPD2P-3DC3Y

Windows Product Key Hash:

NmIcd3FM62dykGhfxSkrHkLWexk=

Windows Product ID:

76487-016-9431047-22909

Windows Product ID Type: 5

Windows License Type: Retail

Windows OS version:

5.1.2600.2.00010100.2.0.pro

CSVLK Server: N/A

CSVLK PID: N/A

ID:

{0BB22ACC-4A8E-4CF4-B5B4-E175E921C7D6}(3)

Is Admin: Yes

TestCab: 0x0

WGA Version: Registered, 1.7.59.1

Signed By: Microsoft

Product Name: N/A

Architecture: N/A

Build lab: N/A

TTS Error: N/A

Validation Diagnostic: 025D1FF3-171-1

Resolution Status: N/A

Notifications Data-->

Cached Result: N/A

File Exists: No

Version: N/A, hr = 0x80070002

WgaTray.exe Signed By: N/A, hr =
0x80070002

WgaLogon.dll Signed By: N/A, hr =
0x80070002

OGA Data-->

Office Status: 100 Genuine

OGA Version: Registered, 1.6.21.0

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Signed By: Microsoft

Office Diagnostics:

025D1FF3-171-1_70AFE6BE-1170-800401f3_70AFE6BE-116-800401f3_63BB5

Browser Data-->

Proxy settings: N/A

User Agent: Mozilla/4.0 (compatible; MSIE
6.0; Win32)

Default Browser: C:\Program Files\Internet
Explorer\iexplore.exe

Download signed ActiveX controls:

Allowed

Download unsigned ActiveX controls:

Prompt

Run ActiveX controls and plug-ins:

Allowed

Initialize and script ActiveX controls not
marked as safe: Prompt

Allow scripting of Internet Explorer

Webbrowser control: Allowed

Active scripting: Allowed

Script ActiveX controls marked as safe for
scripting: Allowed

File Scan Data-->

Other data-->

Office Details:

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Does this have anything to do with the
"XML blob"? I am at my wits end.