

Re: Files required to use Windows Update are no longer registered

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-01/msg00389.html>

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- *From:* "MowGreen [MVP]" <[mowgreen@xxxxxxxxxxxxxx](mailto:mowgreen@xxxxxxxxxxxxxx)>
  - *Date:* Tue, 08 Jan 2008 14:34:04 -0800
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Those are all scripting issues brought on by ZA. At this point in time the best avenue to go down would be to run the System File Checker so that files required to run scripts properly are in place on the system:

<http://www.updatexp.com/scannow-sfc.html>

Start with the 'How to use scannow sfc...' section.  
This will ensure that required system files are present.

Also suggest you check in the Services Console to see if ZA left a phantom service behind. Right click My Computer either on the Desktop or Start Menu and choose 'Manage'.

In the left frame, click the plus sign next to Services and Applications

Click on Services

In the right frame look for a service associated with ZA ... VSMon is one that I recall ZA uses, but I have not had ZA on a system in over 4 years.

IF after running the System File Checker and ensuring there are no phantom services from ZA left AND the issues still persist as you've described, then it would behoove you to do a Repair Installation.

MowGreen [MVP 2003-2008]

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Roger WithAnAcer wrote:

Hi MowGreen,

I have terminated and uninstalled ZoneAlarm Pro and Peer Guardian 2.  
I turned on Windows Firewall.

I still get a blank screen in Internet Explorer when I click on Tools/Windows Update.

I repeated the instructions you gave me in your previous post:

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net stop wuauaserv  
regsvr32 /u msxml3.dll  
Deleted msxml3.dll from system32 and dllcache  
installed msxml3 by right clicking on msxml3.msi and selecting 'install'  
restarted system

Windows Update still produces a blank screen in Internet Explorer.  
System Restore window is totally blank.

When I go to update.microsoft.com I get the message "Checking if your computer has the latest version of Windows Update software".

I then got:

"Do you want to install this software?"

Name: Windows Update

Publisher: Microsoft .... "

I clicked on 'install' and then got the usual error message "Files required to use Windows Update are no longer registered...."

I clicked on 'continue' and got the same error message: "Files required..."

I cannot get out of that loop.

As well as the Windows Update problem, I have problems with:

1. Outlook Express (cannot access Hotmail)
2. "Search for files and folders": produces an error "A file that is required to run search companion cannot be found"
3. The following Administrative Tools produce this error: "MMC cannot open the file c:\windows\system32\<name>.msc. This may be because the file does not exist, is not an MMC console or was created by a later version of MMC. This may be because you do not have sufficient access rights to the file."

These tools are: Computer Management, Event Viewer, Services.

I can assure you that all of these were working perfectly before I did the instructions in your previous post.

Surely there must be some common link between these failures?

I await your next post with fingers crossed.

Regards,

Roger.

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MowGreen [MVP]" wrote:

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Firewall – ZoneAlarm Pro version 7.0.462.000

The above is the most likely cause of ALL the issues, Roger.  
The WindowsUpdate.log and the OE error are the same:

0x80040154 REGDB\_E\_CLASSNOTREG

Basically, what's happening is that ZA is preventing the msxml file from being successfully installed or registered or both. This error usually indicates a Permissions issue and, IMO, is directly related to ZA:

Note: I got a return code 0x80004005 after attempting to unregister msxml3.dll.  
2008-01-07 18:29:09:265 1552 f6c Agent WARNING:  
could not get the auth file name 0x80070002

0x80070002 ERROR\_FILE\_NOT\_FOUND

The authentication method is not supported. –  
CoCreateInstance(IBackgroundCopyManager) fails with  
E\_ACCESSDENIED (0x80070005) in this condition

And, I was right. 0x80070005 E\_ACCESSDENIED  
The issue may also be made worse by the installation of  
IP Blocker – PeerGuardian 2.0 Beta 6b

Combine that with ZA and it would take a miracle to get this system updated.

What I would recommend at this point in time is to uninstall  
PeerGuardian 2.0 Beta 6b to see if that resolves the issue.  
Although I \*highly\* doubt it will, give it a shot.

As to what settings you need to change in ZA in order for it to allow updating  
of required system files ... suggest you contact them :  
<http://www.zonealarm.com/store/content/support/zap/zapMain.jsp?dc=12bms&ctry=US&lang=en>

Frankly, I have no idea of how you'd tweak ZA to allow updating and,  
IMNHO, ZA has become more of a threat than malware and is fast  
approaching Symantec [Norton] "system-destroying" status.

MowGreen [MVP 2003-2008]

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Re: Files required to use Windows Update are no longer registered

Roger WithAnAcer wrote:

Hi MowGreen

I also am now getting this error when I try to pick up my email using Outlook Express:

Unable to poll for new messages on your HTTP server.

Account: '<deleted by me>', Server:

'<http://services.msn.com/svcs/hotmail/httpmail.asp>', Protocol:

HTTPMail, Port: 0, Secure(SSL): No, Error Number:

0x80040154

Help please!