

Re: Window could not search for new update–Solutions (OS: window vista)

Source:

<http://www.tech–archive.net/Archive/Windows/microsoft.public.windowsupdate/2008–01/msg00956.html>

- *From:* "nmc" <neil.mccabe@xxxxxxx>
 - *Date:* Thu, 17 Jan 2008 20:21:16 +0100
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All I manage to get is : "Windows update agent has encountered an unrecoverable error".

I don't know if you met this at all. Thanks for the most informative advice I have seen on this subject.

"Okky Hendra" <OkkyHendra@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:B153DC44–DCD7–4C68–B80A–0746A231A457@xxxxxxxxxxxxxxxxxxxx

To all whoever have this problem,

Below are some solutions which microsoft support section sent me to my email.

Credit goes to them and in no way I am taking credit for these solutions.

1. Disable any Firewall, Antivirus, download accelerator software.

Firewalls and Antivirus programs are 3rd Party (non–Microsoft) Programs, and although they are mostly effective in protecting your computer from Viruses and Computer hackers, they do fail to take into consideration program installations. The nature of these programs is that they scan everything on the computer, making sure to try and stop any virus–like activity.

When you visit Windows Update and download, and most importantly install any of the updates, the update installation is always battled by the Antivirus and Firewall until the Antivirus clears the program of being a virus. In most cases, this is harmless and the Update installation goes through successfully. Occasionally, the Installation gets corrupted, and a process during the install is stopped, or interfered with by the Antivirus product.

For this reason, we suggest that you disable any Antivirus or Firewall software while trying to install updates from Windows Update.

2. Verify the Language Settings

2.1. Start Internet Explorer.

2.2. Click "Tools", and then click "Internet Options".

2.3. Click the "General" tab, and then click "Languages".

2.4. In the "Language" list, make sure that the operating system language version is included. If the operating system language version is not on the list, click "Add", click the language in the "Language" list, click "OK", click "OK", and then click "OK" again.

3. Reset Internet Zone Security

3.1. Start Internet Explorer.

3.2. Click "Tools", and then click "Internet Options".

3.3. Click the "Security" tab, and then in the "Select a Web content zone to specify its security settings" box, click "Internet".

3.4. Click "Default Level", and then click "Apply" to set this zone to Medium security.

3.5. Click "OK".

4. Verify that the Date and Time Are Set Correctly

4.1 In the bottom right corner of your screen, double click the time. This will open the Date and Time Properties window.

4.2 Please check that all details are correct including the year, the Time zone and that AM/PM is set correctly.

4.3 Click OK.

If the problem persists despite performing above troubleshooting steps, I'd like you to perform below guidelines to download and install a new Windows Update Agent as the current one might be corrupted.

1. Please click on below link depending on which version of Windows your

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computer is running. To find the bit version of Windows, please visit
<http://support.microsoft.com/kb/827218/>

Windows Vista

32 Bit

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<http://download.windowsupdate.com/v7/windowsupdate/redirect/standalone/WindowsUpdateAgent30-x86.exe>

64 Bit

–

<http://download.windowsupdate.com/v7/windowsupdate/redirect/standalone/WindowsUpdateAgent30-x64.exe>

2. A box will prompt to save the Windows Update Agent file, save it on the Local C: drive.

3. Click Start, on Start Search, type cmd, right click command prompt icon and Run as Administrator.

4. Type c:\WindowsUpdateAgent30-x86.exe in the command prompt and Enter.

Note: Replace "WindowsUpdateAgent30-x86" with relevant file name according to the version that you downloaded.

5. Follow the instructions to install the Windows Update Agent.

6. Please restart the computer after the installation.

7. After restarting the PC, click on Start and choose Windows Update and it will open a new Internet browser.

8. A box will prompt asking permission to install the Windows Update software, click Install and proceed to download the updates.

If it is still not resolved, please follow below guidelines.

1. Click on Control Panel (Classic View) > Network and Sharing Center > Manage Network Connections > Local Area Connection > Right Click and click on Properties.

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2. Double–click Internet Protocol Version 4 >Mark the Use the following DNS Server Addresses.

3. Set the IP Addresses for "Preferred DNS Server" as 4.2.2.2 and for "Alternate DNS Server" as 4.2.2.3 and click OK.

This is in response to the thread I put on few days ago. Since it's already quite old and people may not see it I've decided to put this in a new post.

Once again, the above solutions are the one given to me from microsoft support sections after I mailed them my problem.

In no way I am taking credit for the above solutions. I am just posting them to help people that are having the same problem as me.

Cheers,

Okky Hendra