

# Re: Error 0x80070020 Windows Update

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-03/msg00097.html>

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- *From:* jpurpuro <jpurpuro@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Sun, 2 Mar 2008 09:12:01 -0800
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Robert, thanks for your advice and assistance. I have done what you suggested and still get the same error results. With all of the people having the same problem, isn't it possible that this is a Microsoft update problem and not a user problem. My automatic updates was working fine until December. I attempted to load the latest Windows update software and get the same error. I'll just manually download updates.

JJP

"Robert Aldwinckle" wrote:

"jpurpuro" <jpurpuro@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:492F3762-4890-4679-BFA4-3A5305267D69@xxxxxxxxxxxxxxxx>  
....

[Subject: RE: Error 0x80070020 Windows Update]

<cmd\_output>  
F:\>net helpmsg 32

The process cannot access the file because it is being used by another process.  
</cmd\_output>

While file? What other process?

If you want to diagnose this search for these details in the diagnostics the update produces. Activate verbose logging if necessary. Supplement the diagnostics using ProcMon if necessary.

The assistance I received from Microsoft Support recommended that I disable realtime virus checking (did that, same results), then to uninstall my ant-virus program (no way I'm doing that).

## Re: Error 0x80070020 Windows Update

Why? It is quite likely that a security package could mistake your update attempt as a Trojan. There have been many instances where using a security package's "disable" command has been found to be insufficient to prevent its interfering effects on the update. Hence, the user is advised to uninstall it in order to avoid that interference and get the update installed cleanly. Note that you only need to uninstall the interferer to do the update's install phase. E.g. you could do the download, disconnect completely from the Internet, uninstall the security package, install the update, do a reboot if required (still without the security package and still staying disconnected from the network) and only then reinstall your security package.

Of course if your alternative diagnosis discovers that something else is causing the interference implied by the error code, then you will have to make sure that that process is stopped too. ; )

Good luck

Robert Aldwinckle

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Tom, I started encountering the exact same problem as you did in December 2007. It only happens on my desktop computer. The laptop I have hooked to the same cable modem network updates without any problems. And, I have not disabled my McAfee anti-virus software on the laptop. I believe this problem stems from an automatic (not requested) download of Microsoft Compression Client 1.0 for Windows XP or Microsoft Silverlight, neither of which I requested to download or install. I've uninstalled Microsoft Silverlight and still have the update problem. When I tried to remove Microsoft Compression Client, it tells me that numerous programs may not run properly (several Microsoft hotfixes and security updates manually downloaded), and many other programs. So, I haven't removed that program. But, my laptop has Microsoft Compression Client 1.0 installed and updates without any problems. My OS is XP Home SP2. The assistance I received from Microsoft Support recommended that I disable realtime virus checking (did that, same results), then to uninstall my anti-virus program (no way I'm doing that). So, I'll just manually download and install new updates.

"Tom Hall" wrote:

OS: XP Pro SP2.

Re: Error 0x80070020 Windows Update

The first indication of a problem came from my Event Log:

Event Type: Error  
Event Source: Windows Update Agent  
Event Category: Installation  
Event ID: 20  
Date: 6/22/2007  
Time: 5:23:50 AM  
User: N/A  
Computer: V-C889AAF937B64  
Description:  
Installation Failure: Windows failed to install the following update with error 0x80070020: Automatic Updates.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 57 69 6e 33 32 48 52 65 Win32HRe  
0008: 73 75 6c 74 3d 30 78 38 sult=0x8  
0010: 30 30 37 30 30 32 30 20 0070020  
0018: 55 70 64 61 74 65 49 44 UpdateID  
0020: 3d 7b 44 36 37 36 36 31 ={D67661  
0028: 45 42 2d 32 34 32 33 2d EB-2423-  
0030: 34 35 31 44 2d 42 46 35 451D-BF5  
0038: 44 2d 31 33 31 39 39 45 D-13199E  
0040: 33 37 44 46 32 38 7d 20 37DF28}  
0048: 52 65 76 69 73 69 6f 6e Revision  
0050: 4e 75 6d 62 65 72 3d 30 Number=0  
0058: 20 00 .

When I went to the Windows Update site, I was first told "Update Windows to work with this website". I should point out at this stage that I routinely apply updates by visiting the site every patch Tuesday. This month's patches were installed without any apparent errors.

On this first page, there's a button labeled "Update Windows". When I click on it, there's apparent activity of downloading and then copying files.

After a few seconds, another web page appears with the following content:

[Error number: 0x80070020]

Re: Error 0x80070020 Windows Update

The website has encountered a problem and cannot display the page you are trying to view. The options provided below might help you solve the problem.

For self-help options:

Frequently Asked Questions

Find Solutions

Windows Update Newsgroup

For assisted support options:

Microsoft Online Assisted Support (no-cost for Windows Update issues)

I've googled the error code but so far haven't been able to find anything useful. I'm assuming this error isn't just going to go away on its own. One search result mentioned turning off realtime virus checking to see if that solved the problem; it didn't. (AVG Pro is what I use here).

The Windows Update site is already in my Trusted Sites list, which was another suggestion I found.

I would appreciate any help anyone might be able to provide.

Tom

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remove .spoo to reply by email