

# Re: Windows Update Hangs in Vista

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-03/msg01001.html>

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- *From:* musicnyc <[musicnyc@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:musicnyc@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 20 Mar 2008 23:07:01 -0700
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Thank you for the detailed advice. I will try them, and will post my results.

"TaurArian" wrote:

Well if you don't want to start a free incident request, then this is what I normally recommend for Windows XP, see if you can salvage something in it for Vista – no guarantees but you may get a clue.

I would try first, installing the WU Agent – see "A new version of the Windows Update Agent is available"  
<http://support.microsoft.com/kb/946928>

If that hasn't helped after a reboot –  
If you have a Wireless Router:–  
In the security tab, make sure you aren't blocking AcitveX.

Possible reasons for the error code:–

1. Internet Explorer temporary files corrupted.
2. Background Intelligent and Event Log service not started
3. SoftwareDistribution folder has become corrupted
4. You may need to re-registered some dlls files
5. You may need to add Windows Update to the Trusted Sites Zone:
6. Spyware.
7. Third party programs running in background.

Suggestion 1:–

Clearing Temporary Internet files, cookies and history in Internet Explorer  
Tools>Internet Options>General

You'll see Delete Cookies, Delete files, Delete History

NB: "Delete all offline content", will delete all files needed to browse the websites offline.

Reboot and try Windows Update again.

Suggestion 2:–

- 1: Check that the Background Intelligent Transfer Service to is set to Automatic and verify the Status is Started.

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Click Start, Choose Run, and in the Run box, type services.msc, Click OK  
Locate the Background Intelligent Transfer Service service, and right-click to select it.  
Select Properties, and in the Startup Type list, select Automatic. Verify the service Status is Started. Click OK.

2. Check that the Set Event Log service is set to Automatic and verify that the Status is Started

Click Start, Choose Run, and in the Run box, type services.msc, Click OK.

Locate the Event Log service, and right-click to select it.

Select Properties., and in the Startup type list, select Automatic. Verify the Service status is Started. Click OK.

3. Register qmgr.dll and qmgrprxy.dll

Click Start, Choose Run and in the Run box, type regsvr32 qmgr.dll, Click OK.

Click Start, Choose Run and in the Run box, type regsvr32 qmgrprxy.dll, Click OK.

Suggestion 3:–

It is possible that the contents of the SoftwareDistribution folder have become corrupted, so try renaming the SoftwareDistribution folder

Click Start, Choose Run.

In the Run box, type services.msc.

Click OK.

Right-click the Automatic Updates service.

Click Stop.

Stopping the service will take a moment.

Rename the "SoftwareDistribution" folder:

a. Click Start, click Run, type: %systemroot%

Click OK.

b. Right-click the SoftwareDistribution folder, and then click Rename.

c. Type SoftwareDistribution.old, and then press ENTER to rename this folder.

Click Start. Choose Run.

In the Run box, type services.msc.

Click OK.

Right-click the Automatic Updates service.

Click Start.

Starting the service will take a moment.

Please note that your update history is contained in the "datastore" folder and when you rename the Software Distribution folder, the history is lost but it's not important. You can if need be, copy the contents back from the renamed softwareDistribution.old folder. Losing the history of Windows Updates is not important.

Note for Vista you must reboot otherwise the folder isn't recreated properly.

Suggestion 4:–

Certain files may have become unregistered, and you will need to register them again:–

Click Start, Choose Run and in the Run box, type regsvr32 wuaueng1.dll, Click OK.

Do the same for the other files:–

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wucltui.dll  
wuaueng.dll  
wuapi.dll  
jscript.dll  
MSXML.DLL  
MSXML2.DLL  
MSXML3.DLL

### Suggestion 5:-

Add Windows Update to the Trusted Sites Zone:

Please note that Security settings in Internet Explorer must be set to Medium or lower for ActiveX files to correctly pass to your computer.

Only the Web sites listed in Internet Explorer's Trusted Sites Zone will be affected by the lowering of Security settings. Your current security settings for all other Web sites will remain as they are currently configured.

Open Internet Explorer, click Tools, and then click Internet Options, Click Security.

Click Trusted Sites Zone. Click Sites.

Clear the Require server verification (https:) for all sites in this zone check box.

Use the Add button next to the Add this Web site to the zone box to add the following sites:

[http://\\*.update.microsoft.com](http://*.update.microsoft.com)

[https://\\*.update.microsoft.com](https://*.update.microsoft.com)

<http://download.windowsupdate.com>

### Suggestion 6:-

The below links assist you in checking your system for parasites:-

<http://aumha.org/a/noads.htm>

<http://inetexplorer.mvps.org/tshoot.html>

Please note that some malware may kill the internet connection when it is removed, the program on the link below will enable you to regain the internet connection.

<http://www.cexx.org/lspfix.htm>

Spyware Programs links:-

<http://www.microsoft.com/athome/security/spyware/software/default.aspx> (Windows Defender)

[www.lavasoftusa.com](http://www.lavasoftusa.com) Ad-Aware

[www.security.kolla.de](http://www.security.kolla.de) Spybot

Malware Removal

[http://www.elephantboycomputers.com/page2.html#Removing\\_Malware](http://www.elephantboycomputers.com/page2.html#Removing_Malware)

THE PARASITE FIGHT – Finding, Removing & Protecting Yourself From Scumware

<http://aumha.org/a/parasite.htm>

Richard Harper's Guide to Cleaning Pests

<http://rgharper.mvps.org/cleanit.htm>

### Suggestion 7:-

Make sure you haven't got anything blocking Windows Update like Nortons, Zonealarm etc

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Also make sure you don't have a Web Accelerator working in the background such as NetZerio, HiSpeed, Speedband etc.

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TaurArian [MVP] 2005-2008 - Australia  
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How to ask a question: <http://support.microsoft.com/kb/555375>

<http://taurarian.mvps.org/index.htm>

Emails will not be acknowledged - please post to the newsgroup so all may benefit.

Computer Maintenance: Acronis / Diskeeper / Paragon / Raxco

"musicnyc" <musicnyc@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:42C33919-80F8-416E-AAF0-B8140EABCAB4@xxxxxxxxxxxxxxxxxxxx>

| That did not work. I disabled antivirus and the windows update still hangs.  
| By the way, submitting support requests has never worked for me. I always  
| get "An unknown application error occurred. Please try again in a few  
| minutes."

| "PA Bear [MS MVP]" wrote:

| > Tip: Temporarily disable real-time protection by your anti-virus and/or  
| > anti-spyware applications (e.g., CounterSpy, Spysweeper, Spybot, AVG  
| > Anti-Spyware) and/or any third-party firewall (e.g., ZA) before attempting  
| > to install the update(s). If you disable a third-party firewall, do NOT  
| > connect to the internet without having the Windows Firewall enabled!

| > =====  
| > Start a free Windows Update support incident request:  
| > <https://support.microsoft.com/oas/default.aspx?gprid=6527>

| > Support for Windows Update:  
| > <http://support.microsoft.com/gp/wusupport>

| > For home users, no-charge support is available by calling 1-866-PCSAFETY in  
| > the United States and in Canada or by contacting your local Microsoft  
| > subsidiary. There is no-charge for support calls that are associated with  
| > security updates. When you call, clearly state that your problem is related  
| > to a Security Update and cite the update's KB number (e.g., KB123456).

| > If your problem relates to a Cumulative Security Update for IE, call the  
| > above number and ask to be transferred to the Consumer IE7 queue (which is  
| > 47830).

| > For more information about how to contact your local Microsoft subsidiary  
| > for security update support issues, visit the International Support Web  
| > site: <http://support.microsoft.com/common/international.aspx>

| > For enterprise customers, support for security updates is available through  
| > your usual support contacts.

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|> ~Robear Dyer (PA Bear)  
|> MS MVP-Windows (IE, OE, Security, Shell/User)  
|> AumHa VSOP & Admin; DTS-L.net  
|>  
|> musicnyc wrote:  
|>> Windows Update never finishes while "Checking for Updates" and has not  
|>> installed an update since May. Any ideas?  
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|>