

RE: PTError: 0x80244017

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-05/msg02801.html>

- *From:* Roberto <Roberto@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 21 May 2008 08:41:03 -0700
-

Thanks for your help. But, how could I explain that 65 clients, which are behind the same proxy server, are updated without problems?. Just one client is not reaching the updates.

This workstation does not have any special additions or other applications.

Thanks again.

"TaurArian" wrote:

You cannot download updates when you access the Windows Update Web site from a Windows XP-based computer that is behind a firewall or a proxy server
<http://support.microsoft.com/default.aspx?scid=kb:en-us:896226>
[Error number: 0x80244017], [Error number: 0x80244018], [Error number: 0x80244019], [Error number: 0x8024401B], [Error number: 0x80244021]

0x80244017 = SUS_E_PT_HTTP_STATUS_DENIED
Http status 401 - access denied
Proxy setting problem IMHO

"Roberto" wrote:

I have installed in my network WSUS since 4 months ago. All the clients have been updated without troubles.

The problem that we have is in just one workstation. We get the PTError: 0x80244017.

```
2008-05-20 19:31:47:060 1380 1b4 AU ## START ## AU: Search for
updates
2008-05-20 19:31:47:060 1380 1b4 AU #####
2008-05-20 19:31:47:060 1380 1b4 AU <<## SUBMITTED ## AU: Search
for updates
[CallId = {C92E8B52-8E08-4362-BE71-72CB354DE66F}]
```

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2008-05-20 19:31:47:060 1380 8e8 Agent *****
2008-05-20 19:31:47:060 1380 8e8 Agent ** START ** Agent: Finding
updates
[CallerId = AutomaticUpdates]
2008-05-20 19:31:47:060 1380 8e8 Agent *****
2008-05-20 19:31:47:060 1380 8e8 Agent * Online = Yes; Ignore download
priority = No
2008-05-20 19:31:47:060 1380 8e8 Agent * Criteria = "IsHidden=0 and
IsInstalled=0 and DeploymentAction='Installation' and IsAssigned=1 or
IsHidden=0 and IsPresent=1 and DeploymentAction='Uninstallation' and
IsAssigned=1 or IsHidden=0 and IsInstalled=1 and
DeploymentAction='Installation' and IsAssigned=1 and RebootRequired=1
or
IsHidden=0 and IsInstalled=0 and DeploymentAction='Uninstallation' and
IsAssigned=1 and RebootRequired=1"
2008-05-20 19:31:47:060 1380 8e8 Agent * ServiceID =
{3DA21691-E39D-4DA6-8A4B-B43877BCB1B7}
2008-05-20 19:31:47:060 1380 8e8 Misc Validating signature for
C:\WINDOWS\SoftwareDistribution\SelfUpdate\Default\wuident.cab:
2008-05-20 19:31:47:060 1380 8e8 Misc Microsoft signed: Yes
2008-05-20 19:31:47:490 1380 8e8 Misc WARNING: WinHttp:
SendRequestToServerForFileInformation failed with 0x80190191
2008-05-20 19:31:47:490 1380 8e8 Misc WARNING: WinHttp:
ShouldFileBeDownloaded failed with 0x80190191
2008-05-20 19:31:47:952 1380 8e8 Misc WARNING: WinHttp:
SendRequestToServerForFileInformation failed with 0x80190191
2008-05-20 19:31:47:952 1380 8e8 Misc WARNING: WinHttp:
ShouldFileBeDownloaded failed with 0x80190191
2008-05-20 19:31:48:530 1380 8e8 Misc WARNING: WinHttp:
SendRequestToServerForFileInformation failed with 0x80190191
2008-05-20 19:31:48:530 1380 8e8 Misc WARNING: WinHttp:
ShouldFileBeDownloaded failed with 0x80190191
2008-05-20 19:31:49:224 1380 8e8 Misc WARNING: WinHttp:
SendRequestToServerForFileInformation failed with 0x80190191
2008-05-20 19:31:49:224 1380 8e8 Misc WARNING: WinHttp:
ShouldFileBeDownloaded failed with 0x80190191
2008-05-20 19:31:49:224 1380 8e8 Misc WARNING:
DownloadFileInternal failed
for <http://antmex01/selfupdate/wuident.cab>: error 0x80190191
2008-05-20 19:31:49:224 1380 8e8 Setup FATAL: IsUpdateRequired failed
with
error 0x80244017
2008-05-20 19:31:49:224 1380 8e8 Setup WARNING: SelfUpdate: Default
Service:
IsUpdateRequired failed: 0x80244017
2008-05-20 19:31:49:224 1380 8e8 Setup WARNING: SelfUpdate: Default
Service:
IsUpdateRequired failed, error = 0x80244017
2008-05-20 19:31:49:224 1380 8e8 Agent * WARNING: Skipping scan,
self-update check returned 0x80244017
2008-05-20 19:31:49:918 1380 8e8 Agent * WARNING: Exit code =

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0x80244017
2008-05-20 19:31:49:918 1380 8e8 Agent *****
2008-05-20 19:31:49:918 1380 8e8 Agent ** END ** Agent: Finding
updates
[CallerId = AutomaticUpdates]
2008-05-20 19:31:49:918 1380 8e8 Agent *****
2008-05-20 19:31:49:918 1380 8e8 Agent WARNING: WU client failed
Searching
for update with error 0x80244017
2008-05-20 19:31:49:918 1380 bc0 AU >>## RESUMED ## AU: Search
for updates
[CallId = {C92E8B52-8E08-4362-BE71-72CB354DE66F}]
2008-05-20 19:31:49:918 1380 bc0 AU # WARNING: Search callback
failed,
result = 0x80244017
2008-05-20 19:31:49:918 1380 bc0 AU # WARNING: Failed to find
updates with
error code 80244017
2008-05-20 19:31:49:918 1380 bc0 AU #####
2008-05-20 19:31:49:918 1380 bc0 AU ## END ## AU: Search for updates
[CallId = {C92E8B52-8E08-4362-BE71-72CB354DE66F}]
2008-05-20 19:31:49:918 1380 bc0 AU #####
2008-05-20 19:31:49:918 1380 bc0 AU AU setting next detection timeout
to
2008-05-21 05:31:49
2008-05-20 19:31:51:817 1380 8e8 Report REPORT EVENT:
{CE1BA3CE-F946-4F5B-BB76-9C35BF2ACEEA} 2008-05-20
19:31:49:224-0500 1 148 101
{D67661EB-2423-451D-BF5D-13199E37DF28} 0 80244017 SelfUpdate
Failure Software
Synchronization Windows Update Client failed to detect with error
0x80244017.
2008-05-20 19:31:52:279 1380 8e8 PT WARNING: Cached cookie has
expired or
new PID is available
2008-05-20 19:31:52:279 1380 8e8 PT Initializing simple targeting cookie,
clientId = e57775cc-f34e-4926-8d42-9556408e0871, target group = , DNS
name =
jltmexw010.dominiomex.mex
2008-05-20 19:31:52:279 1380 8e8 PT Server URL =
<http://antmex01/SimpleAuthWebService/SimpleAuth.asmx>
2008-05-20 19:31:52:577 1380 8e8 PT WARNING:
GetAuthorizationCookie failure,
error = 0x80244017, soap client error = 10, soap error code = 0, HTTP status
code = 401
2008-05-20 19:31:52:577 1380 8e8 PT WARNING: Failed to initialize
Simple
Targeting Cookie: 0x80244017
2008-05-20 19:31:52:577 1380 8e8 PT WARNING: PopulateAuthCookies
failed:
0x80244017

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2008-05-20 19:31:52:577 1380 8e8 PT WARNING: RefreshCookie failed:
0x80244017

2008-05-20 19:31:52:577 1380 8e8 PT WARNING: RefreshPTState failed:
0x80244017

2008-05-20 19:31:52:577 1380 8e8 PT WARNING: PTError: 0x80244017

2008-05-20 19:31:52:577 1380 8e8 Report WARNING: Reporter failed to
upload
events with hr = 80244017.

2008-05-20 19:31:52:577 1380 8e8 Misc Validating signature for

C:\WINDOWS\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wure

2008-05-20 19:31:52:593 1380 8e8 Misc Microsoft signed: Yes

2008-05-20 19:31:52:593 1380 8e8 Misc Validating signature for

C:\WINDOWS\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-B170-9A65BC822C77\wure

2008-05-20 19:31:52:593 1380 8e8 Misc Microsoft signed: Yes

2008-05-20 19:31:52:593 1380 8e8 Report Uploading 1 events using cached
cookie, reporting URL =

<http://stats.update.microsoft.com/ReportingWebService/ReportingWebService.aspx>

2008-05-20 19:31:52:808 1380 8e8 Report WARNING: Failed to upload
events to

the server with hr = c00ce509.

2008-05-20 19:31:52:808 1380 8e8 PT WARNING: ReportEventBatch
failure, error

= 0x8024401B, soap client error = 10, soap error code = 0, HTTP status code
=

407

2008-05-20 19:31:52:808 1380 8e8 Report WARNING: Reporter failed to
upload

events with hr = 8024401b.

2008-05-20 19:40:24:851 1380 8e8 PT WARNING: Cached cookie has
expired or

new PID is available

2008-05-20 19:40:24:851 1380 8e8 PT Initializing simple targeting cookie,
clientId = e57775cc-f34e-4926-8d42-9556408e0871, target group = , DNS

name =

jltmexw010.dominiomex.mex

2008-05-20 19:40:24:851 1380 8e8 PT Server URL =

<http://antmex01/SimpleAuthWebService/SimpleAuth.aspx>

2008-05-20 19:40:25:149 1380 8e8 PT WARNING:

GetAuthorizationCookie failure,

error = 0x80244017, soap client error = 10, soap error code = 0, HTTP status
code = 401

2008-05-20 19:40:25:149 1380 8e8 PT WARNING: Failed to initialize
Simple

Targeting Cookie: 0x80244017

2008-05-20 19:40:25:149 1380 8e8 PT WARNING: PopulateAuthCookies
failed:

0x80244017

2008-05-20 19:40:25:149 1380 8e8 PT WARNING: RefreshCookie failed:
0x80244017

2008-05-20 19:40:25:149 1380 8e8 PT WARNING: RefreshPTState failed:
0x80244017

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2008-05-20 19:40:25:149 1380 8e8 PT WARNING: PTError: 0x80244017
2008-05-20 19:40:25:149 1380 8e8 Report WARNING: Reporter failed to
upload
events with hr = 80244017.

Everybody are behind a ISA 2006 the only anormal situation that I look is:

Failed Connection Attempt WWWEX01 20/05/2008 07:53:57 p.m.
Log type: Web Proxy (Forward)
Status: 12210 An Internet Server API (ISAPI) filter has finished handling
the request. Contact your system administrator.
Rule: HTTP-192.168.1.X
Source: Internal (192.168.1.117)
Destination: Internal (192.168.1.3:8080)
Request: GET <http://antmex01/selfupdate/wuident.cab?0805210053>
Filter information: Req ID: 172094f1; Compression: client=No, server=No,
compress rate=0% decompress rate=0%
Protocol: http
User: anonymous
Additional information
Client agent: Windows-Update-Agent
Object source: (No source information is available.)
Cache info: 0x0
Processing time: 219 MIME type:

Do you think ISA is involved in this trouble. We have 66 clients without
troubles. What do you recommend me? I have tried almost everything.