

# Re: 0x800A01AE on Windows Small Business Server 2003 Premium

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-05/msg03303.html>

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- *From:* "Mike in Nebraska" <[Mike\\_Webb@xxxxxxxxxxxxxxxxxxxx](mailto:Mike_Webb@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 29 May 2008 15:25:45 -0500
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That did it! Thanks!

"MowGreen [MVP]" <[mowgreen@xxxxxxxxxxxx](mailto:mowgreen@xxxxxxxxxxxx)> wrote in message [news:uUG9qhawIHA.4560@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uUG9qhawIHA.4560@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Install the latest Version of the Windows Update Agent [client] following the steps laid out here:  
<http://www.bleepingcomputer.com/blogs/mowgreen/index.php?showentry=1172>

Suggest you install it from a Command Prompt, as laid out in the article, instead of from the Run line.

MowGreen [MVP 2003-2008]

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Mike in Nebraska wrote:

Forgot to mention that I used MS article 927177 to uninstall IE7.

"MowGreen [MVP]" <[mowgreen@xxxxxxxxxxxx](mailto:mowgreen@xxxxxxxxxxxx)> wrote in message [news:OEK9ihPwIHA.4876@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OEK9ihPwIHA.4876@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Was the Repair operation done with IE7 installed ?  
If not, then see if running this tool, posted by Eddie Bowers,  
MS  
Security Support, resolves the error code:

AU Client and WindowsUpdate Reset Tool (v76)  
<http://www.codeplex.com/aureset/Release/ProjectReleases.aspx?ReleaseId=13656>

If IE7 was installed: <http://support.microsoft.com/kb/917964>

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Use Recovery Console to remove IE7 if it's not listed in  
Add/Remove  
Programs.

MowGreen [MVP 2003–2008]

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Mike in Nebraska wrote:

Had to go into Repair with my system last week with a consultant called in. Ever since, I can't get WU via IE7 or the menu bar to work. I get this error over and over again. It cycles through to the choice for Express or Custom download (doesn't matter which I choose), then it immediately tells me it is missing files. I choose to let it fix itself. It downloads and registers the files (100% each time), then cycles right back to Express and Custom download choice. Found MS Article 910359 and followe it, same result. Searched this NG and saw a hint to empty my temporary internet files then do the 910359 article. Same result.

I must have something wrong in the registry, but don't feel confident in doing anything there without guidance.

Any ideas?