

# RE: vista service pack 1 80070002

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-07/msg02065.html>

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- *From:* Vista Novice <[VistaNovice@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:VistaNovice@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
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"Quiksilver" wrote:

I am trying to update to sp1 and keep getting the error code 80070002 when updating via "windows Update"

It gets to 20% then comes up with the error code, I then follow the advise to solve the issue and I get the same.

I have Vista Home Premium 32bit

Anybody have any ideas?

Hi Quiksilver,

I get the same result, ie. error 80070002 when trying to install Windows Vista Service Pack 1 (KB936330). My time-consuming investigation has led me in a dozen directions. I have seen (and unsuccessfully tried) these "fixes":

1. Downloading and installing the so-called "hot fix", then reinstalling SP1.
2. Per the Windows Help and Support: "deleting temporary update files" (which by the way also deletes your Windows Update History), by following the three step procedure (1) stop the Windows Update Service, by Click to open Administrative Tools, double-click "Services", right-click "Windows Update", then click "Stop"; (2) delete temporary update files by deleting all files in the folders: C:\Windows\SoftwareDistribution\DataStore\\* and C:\Windows\SoftwareDistribution\Download\\* (3) restart Windows Update Service, by Click to open Administrative Tools, double-click "Services", right-click "Windows Update", then click "Restart"
3. Checking on Google for "80070002": I see many, many other people have had this problem, but most just list what they tried (as I am doing) without success (ditto). Some links mentioned a "registry problem" and I had recently downloaded and run some Registry Cleaners, eg. Wise Registry, AML Free Registry Cleaner, Eusing Free Registry Cleaner, so this seemed like a possibility.

4. One link explicitly claimed it could "fix" the 80070002 problem by downloading and running a "free" program to fix the Registry. This turned out to be RegCure which when I downloaded and ran it did list a bunch of "registry problems", but then when you try to fix them it says you have to buy a license (for \$30, I think) to actually fix the problems it found.

This seemed like a real SCAM to me for what was claimed to be "free" software. (Not the first time I have encountered this, however, and I'm sure not the last.)

5. I tried going directly to the Microsoft Updates site, but they claimed using the Start...Windows Update under Vista provided a very much smaller downloadable install program than the "standalone" versions available from the Website, at least for "x86" and "x64". Which then started me off on a Google quest to find out what the hell "x86" and "x64" were. This led to a quite interesting lesson in computer architecture and the history of hardware development, BUT no closer to a fix for 80070002.

6. Trying again, I actually got the SP1 downloaded, but I had a problem with the subsequent "install" which I tried at least 3 or 4 times.

7. The last time I got a "Welcome to Windows Vista Service Pack 1" window but when I clicked "What you should know before installing Service Pack 1", it tried to run a splite.exe program which my Trend Micro Internet Security Anti-virus SW "trapped". When I Googled "splite" I got some pretty scary warnings, eg. See for example:

<http://www.prevx.com/filenames/X1561274908211679247-0/SPCLITE.EXE.html>  
It seems to imply that splite.exe might be a virus, spy ware, or malware.  
But again, they want money to sell you a service to tell you for sure.

Given the large number of people who have had this problem (starting back in 2007 apparently) I m pretty disgusted at Microsoft s lack of response.

I conclude this with a few pointed comments:

- My neighbor recently replaced his Microsoft PC machine with an Apple and he is VERY satisfied and enthusiastic about it. Also, now that Apple uses an Intel chip set instead of their own (superior) chips, you can apparently run all Windows based (ie. Intel chip compatible) programs on his Apple machine.

- Linux is apparently quite good and there is a growing body of Linux compatible Application software that duplicates the functionality previously provided only by Microsoft, eg. Office, Explorer, Outlook Express, etc.

- And where is Judge Jackson when you need him? Apparently the European courts are still pursuing Microsoft under their anti-monopoly laws - and Judge Jackson already determined that in the U.S. Microsoft was indeed a monopoly and practiced anti-free market monopolistic business strategies.

- Having cut my teeth in the commercial world on GE (that s right), Xerox,

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IBM, Amdahl, and finally DEC VAX computers and operating systems, being forced in my retirement to use Microsoft has been a real comedown – things are SO much harder for the private retail computer user than for the commercial or business users who can afford a workstation and software companies with a "user's view" in mind when they develop their products.

All right, I ll get off my soapbox now. :-)

Charlie, the Vista Novice

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