

Re: wuauclt.exe problem and 0x800706BE error

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-09/msg01143.html>

- *From:* Rick <Rick@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 13 Sep 2008 08:41:00 -0700
-

After a couple of hours trying to figure out how to exclude files or folders from a virus scan, I contacted Norton for help. They informed me the Norton 360 does not have that option. I am going to switch to a different AV vendor, as I believe Norton is the source of my errors. Can you recommend a preferred AV software? Norton has agreed to give me a full refund.

"PA Bear [MS MVP]" wrote:

YW & thanks for your feedback.

Please read & heed:

Virus scanning recommendations for computers that are running Windows Server 2003, Windows 2000, Windows XP, or Windows Vista:
<http://support.microsoft.com/kb/822158>

Rick wrote:

Renaming the Software Distribution folder did the trick. I was able connect to the MS updates and the error message has not reappeared. I downloaded updates throughout the night, and now have SP3, along with other updates. I always have automatic updates for AV and windows enabled. My latest AV renewal was in June without any incidents. I had the wuauclt.exe error for a couple of days before the first post and it kept getting worse as time went on. I have never had a problem with MS updates in the past. I did not update anything, or do any repair install or clean install, nor add any new software. I have no idea how this could have started. I mainly use this computer for business accounting information and email.

Anyway, I appreciate all of the help you have provided and am very thankful for your service.

Re: wuauclt.exe problem and 0x800706BE error

Rick

"PA Bear [MS MVP]" wrote:

Full thread history:

http://groups.google.com/group/microsoft.public.windowsupdate/browse_frm/thread/51ea25a

...If I disable automatic updates, shouldn't that keep the wuauclt.exe process from starting?

Yes, unless N360's "system protections" are re-enabling Automatic Updates service.

What version of N360 is installed (e.g., N360 2008)? How long as it been installed? Did you upgrade from an earlier Norton application (e.g., NIS 2007; NAV 2006)?

Has the machine ever been connected to the internet recently without an anti-virus application installed?

N360 includes a firewall: Is the Windows Firewall also enabled?

You first posted to this thread on 09 September: Was this a sudden, new problem? Has Automatic Updates ever worked on this machine? By any chance had you recently had occasion to do a Repair Install or a Clean Install of WinXP?

--
~PA Bear

Rick wrote:

WinXP Pro, Ver. 5.1.2600 SP2 Build 2600
Norton AntiVirus 360

FYI,
When wuauclt.exe error window appears,
the wuauclt.exe process is

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running
in
the task manager. If I disable automatic
updates from local services,
the
error continues to pop up and the
wuauctl.exe still shows up in the
processes running window. If I disable
automatic updates, shouldn't
that
keep the wuauctl.exe process from starting?

"PA Bear [MS MVP]" wrote:

Please state your full
Windows version (e.g.,
WinXP SP3; Vista SP1).

What anti-virus application
or security suite is installed?
What
anti-spyware applications
(other than Defender)? What
third-party
firewall
(if any)?

See

<http://update.microsoft.com/windowsupdate/v6/showarticle.aspx?articleid=21>

and/or

<http://support.microsoft.com/kb/883821>

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~Robear Dyer (PA Bear)
MS MVP-IE, Mail,
Security, Windows Desktop
Experience - since 2002
AumHa VSOP & Admin
<http://aumha.net>
DTS-L <http://dts-l.net/>

Rick wrote:

Requested
log file

2008-09-10
21:18:40:953
1276 7c4
DtaStor
FATAL:
DS: Out of

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proc
datastore
process
exited with
error
0xc0000005
before
signalling
ready event.
2008-09-10
21:18:47:343
1276 7c4
DtaStor
FATAL:
DS: Out of
proc
datastore
process
exited with
error
0xc0000005
before
signalling
ready event.
2008-09-10
21:18:47:343
1276 7c4
DnldMgr
FATAL:
DM:CAgentDownloadManager::PurgeExpiredUpdates:
GetSession
failed with
0x80248011.
2008-09-10
21:18:55:578
1276 7ac
DtaStor
FATAL:
DS: Out of
proc
datastore
process
exited with
error
0xc0000005
before
signalling
ready event.
2008-09-10
21:19:03:296
1276 7ac

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DtaStor
FATAL:
DS: Out of
proc
datastore
process
exited with
error
0xc0000005
before
signalling
ready event.
2008-09-10
21:19:10:937

1276 7ac
DtaStor
FATAL:
DS: Out of
proc
datastore
process
exited with
error
0xc0000005
before
signalling
ready event.
2008-09-10
21:19:10:937

1276 7ac
Agent
WARNING:
WU client
fails
CClientCallRecorder::EnumerateService
with error
0x80248011
2008-09-10
21:19:10:953
2236 77c
COMAPI
WARNING:
ISusInternal::EnumerateService
failed,
hr=80248011

<snip>

"Harry
Johnston

Re: wuauclt.exe problem and 0x800706BE error

[MVP]"
wrote:

Rick
wrote:

I
followed
your
instructions,
but
had
to
add
"30"
after
agent.

Ahem.
Yes,
that's
right.
Apparently
I
wasn't
having
a
good
brain
day
yesterday.

The
command
worked
and
I
was
able
to
execute
the
file.
I
rebooted
the
machine,
but

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when
it
restarted
I
had
to
clear
35
wuauclt.exe
problem
windows
to
continue.
I
also
closed
all
programs
and
my
AV
software
before
initializing
the
command.

Please
post
the
last
hundred
or
so
lines
from
WindowsUpdate.log,
which
you
can
open
by
going
to
the
Start
Menu,
selecting
Run,
typing

Re: wuauclt.exe problem and 0x800706BE error

"WindowsUpdate.log"
(without
the
quotes)
and
pressing
OK.

At
this
point
I'm
inclined
to
think
your
machine
is
infected
(or
otherwise
seriously
stuffed
up)
but
let's
see
if
the
log
shows
anything
useful
before
jumping
to
conclusions.