

# Re: WindowsUpdate\_80244019 Help

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-10/msg01720.html>

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- *From:* AytacOnline <[AytacOnline@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:AytacOnline@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 23 Oct 2008 07:29:01 -0700
- 

1.DHCP is enabled  
2.I've Norton 360 installed on my pc and when he finds a malware he delete it automatic, if it doesn't I delete it by my own. I can't install the scan program of livecare, first the yellow pop-up blocker showed up, I activated it then I retried and it won't download.

"MowGreen [MVP]" wrote:

1. DHCP is enabled, correct ?
2. What is the installed antivirus/security suite/anti-malware software?

In your first post to this thread you mentioned you had the same problem as the original poster [OP] had, namely error 80244019.

That error in Vista has been traced to the presence of malware by several posters in this newsgroup. Would you please use Internet Explorer and do a scan here ?:

<http://onecare.live.com/site/en-us/center/howSAFE.htm>

If malware is detected on the system we'll refer you to some anti-malware forums to finish cleaning up the system.  
If malware is \*not detected\*, we'll recommend a tool that will install the latest Windows Update Agent and reset automatic updates [aka Windows Update in Vista].

Vista doesn't update at the Windows|Microsoft Update sites.  
It can be manually updated from the MS Download Center and the MS Update Catalog, if need be.

MowGreen [MVP 2003-2009]  
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\*-343-\* FDNY  
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Re: WindowsUpdate\_80244019 Help

AytacOnline wrote:

I don't think so because I'm trying to follow the steps you gave me but when I write "netsh winhttp reset" on cmd.exe it shows that I don't have a proxyserver

And I've tried every help you gave me but it doesn't work.

On windows XP you can start updating from the microsoft's website, can we do it for vista too? Maybe it will work that way?

"MowGreen [MVP]" wrote:

HOSTS.sam is just a sample file. Windows uses the HOSTS file to map IP addys. Is that entry in HOSTS, too ?

Is DHCP enabled ? See:  
<http://support.microsoft.com/kb/900936>  
and do Method 1 and 2 for Vista.

The HOSTS.sam file has been overwritten with a backup of the HOSTS file on my system so I can't see if that entry is unusual or atypical, but it should have no bearing as to any of the MS update servers.

MowGreen [MVP 2003–2009]

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=====

AytacOnline wrote:

I think my problem is inside hosts.sam file  
I've searched the problem with the link you gave me  
<http://support.microsoft.com/kb/883821>  
then I looked up to the hosts.sam file and I opened it with notepad.exe

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And it looks like this

---

```
# This is a sample HOSTS file used by
Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP
addresses to host names. Each
# entry should be kept on an individual line.
The IP address should
# be placed in the first column followed by
the corresponding host name.
# The IP address and the host name should
be separated by at least one
# space.
#
# Additionally, comments (such as these)
may be inserted on individual
# lines or following the machine name
denoted by a '#' symbol.
#
# For example:
#
# 102.54.94.97 rhino.acme.com # source
server
# 38.25.63.10 x.acme.com # x client host

127.0.0.1 localhost
::1 localhost
```

---

"MowGreen [MVP]" wrote:

There's a communication issue with the update servers. Check the WindowsUpdate.log again to see if the latest Version of the Windows Update Agent is installed. It will show in the log as –

```
2008-10-21 09:05:36:139
980 374 Setup *****
Setup: Checking
whether self-update is
required *****
```

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2008-10-21 09:05:36:139

980 374 Setup \* Inf file:

D:\WINDOWS\SoftwareDistribution\SelfUpdate\Default\wsus3setup.inf

2008-10-21 09:05:36:159

980 374 Setup Update NOT

required for

D:\WINDOWS\system32\cdm.dll:

target version =

7.2.6001.784, required

version = 7.2.6001.784

<snip>

There will be a list of .dll

files being checked.

Is DHCP enabled ? See:

<http://support.microsoft.com/kb/900936>

and do Method 1 and 2 for

Vista.

If no joy, see:

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

Click on the '0x80072EE7

error code' and see if the

HOSTS file

needs editing and read the

Note under it to see if

anything listed

pertains to the system.

If still no joy – You may

encounter temporary

connection-related errors

when you use Windows

Update or Microsoft Update

to install updates

<http://support.microsoft.com/kb/836941>

MowGreen [MVP

2003-2009]

=====

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AytacOnline wrote:

Re: WindowsUpdate\_80244019 Help

These are  
the last 50  
lines on my  
WindowsUpdate.log

2008-10-20  
21:17:23:949  
1188 1440

Misc  
WARNING:  
SendRequest  
failed with

hr =  
80072ee7.

Proxy List  
used:

<(null)>

Bypass List

used :

<(null)>

Auth

Schemes

used : <>

2008-10-20

21:17:23:949

1188 1440

Misc

WARNING:

WinHttp:

SendRequestUsingProxy

failed for

<<http://download.windowsupdate.com/v8/windowsupdate/redir/muv3>

error

0x8024402c

2008-10-20

21:17:23:949

1188 1440

Misc

WARNING:

WinHttp:

SendRequestToServerForFileInformation

MakeRequest

failed. error

0x8024402c

2008-10-20

21:17:23:949

1188 1440

Misc

WARNING:

WinHttp:

SendRequestToServerForFileInformation

Re: WindowsUpdate\_80244019 Help

failed with  
0x8024402c  
2008-10-20  
21:17:23:949  
1188 1440  
Misc  
WARNING:  
WinHttp:  
ShouldFileBeDownloaded

failed with  
0x8024402c  
2008-10-20  
21:17:23:949  
1188 1440  
Misc  
WARNING:  
DownloadFileInternal

failed  
for  
<http://download.windowsupdate.com/v8/windowsupdate/redirect/muv3w>  
error

0x8024402c  
2008-10-20  
21:17:23:949  
1188 1440  
Misc  
Validating  
signature  
for

C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-  
2008-10-20  
21:17:23:964  
1188 1440

Misc  
Microsoft  
signed: Yes  
2008-10-20  
21:17:23:964  
1188 1440

Misc  
WARNING:  
Send failed  
with hr =  
80072ee7.  
2008-10-20  
21:17:23:964  
1188 1440

Misc  
WARNING:  
SendRequest  
failed with

Re: WindowsUpdate\_80244019 Help

hr =  
80072ee7.  
Proxy List  
used:  
<(null)>  
Bypass List  
used :  
<(null)>  
Auth  
Schemes  
used : <>  
2008-10-20  
21:17:23:964  
1188 1440  
Misc  
WARNING:  
WinHttp:  
SendRequestUsingProxy  
failed for  
<<http://download.microsoft.com/v8/windowsupdate/edir/muv3wured>  
error  
0x8024402c  
2008-10-20  
21:17:23:964  
1188 1440  
Misc  
WARNING:  
WinHttp:  
SendRequestToServerForFileInformation  
MakeRequest  
failed. error  
0x8024402c  
2008-10-20  
21:17:23:964  
1188 1440  
Misc  
WARNING:  
WinHttp:  
SendRequestToServerForFileInformation  
failed with  
0x8024402c  
2008-10-20  
21:17:23:964  
1188 1440  
Misc  
WARNING:  
WinHttp:  
ShouldFileBeDownloaded  
failed with  
0x8024402c  
2008-10-20

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21:17:23:980

1188 1440

Misc

WARNING:

Send failed

with hr =

80072ee7.

2008-10-20

21:17:23:980

1188 1440

Misc

WARNING:

SendRequest

failed with

hr =

80072ee7.

Proxy List

used:

<(null)>

Bypass List

used :

<(null)>

Auth

Schemes

used : <>

2008-10-20

21:17:23:980

1188 1440

Misc

WARNING:

WinHttp:

SendRequestUsingProxy

failed for

<<http://download.microsoft.com/v8/windowsupdate/redirect/muv3wured>

error

0x8024402c

2008-10-20

21:17:23:980

1188 1440

Misc

WARNING:

WinHttp:

SendRequestToServerForFileInformation

MakeRequest

failed. error

0x8024402c

2008-10-20

21:17:23:980

1188 1440

Misc

WARNING:

Re: WindowsUpdate\_80244019 Help

WinHttp:  
SendRequestToServerForFileInformation  
failed with  
0x8024402c  
2008-10-20  
21:17:23:980  
1188 1440  
Misc

WARNING:  
WinHttp:  
ShouldFileBeDownloaded  
failed with  
0x8024402c  
2008-10-20  
21:17:23:980  
1188 1440  
Misc

WARNING:  
Send failed  
with hr =  
80072ee7.  
2008-10-20  
21:17:23:980  
1188 1440  
Misc

WARNING:  
SendRequest  
failed with  
hr =  
80072ee7.  
Proxy List  
used:  
<(null)>

Bypass List  
used :  
<(null)>  
Auth  
Schemes  
used : <>  
2008-10-20  
21:17:23:980  
1188 1440  
Misc

WARNING:  
WinHttp:  
SendRequestUsingProxy  
failed for  
<<http://download.microsoft.com/v8/windowsupdate/redirect/muv3wured>>  
error  
0x8024402c  
2008-10-20

Re: WindowsUpdate\_80244019 Help

21:17:23:980  
1188 1440  
Misc  
WARNING:  
WinHttp:  
SendRequestToServerForFileInformation  
MakeRequest  
failed. error  
0x8024402c  
2008-10-20  
21:17:23:980  
1188 1440  
Misc  
WARNING:  
WinHttp:  
SendRequestToServerForFileInformation  
failed with  
0x8024402c  
2008-10-20  
21:17:23:980  
1188 1440  
Misc  
WARNING:  
WinHttp:  
ShouldFileBeDownloaded  
failed with  
0x8024402c  
2008-10-20  
21:17:23:996  
1188 1440  
Misc  
WARNING:  
Send failed  
with hr =  
80072ee7.  
2008-10-20  
21:17:23:996  
1188 1440  
Misc  
WARNING:  
SendRequest  
failed with  
hr =  
80072ee7.  
Proxy List  
used:  
<(null)>  
Bypass List  
used :  
<(null)>  
Auth

Re: WindowsUpdate\_80244019 Help

Schemes

used : <>

2008-10-20

21:17:23:996

1188 1440

Misc

WARNING:

WinHttp:

SendRequestUsingProxy

failed for

<<http://download.microsoft.com/v8/windowsupdate/redirect/muv3wuredir>

error

0x8024402c

2008-10-20

21:17:23:996

1188 1440

Misc

WARNING:

WinHttp:

SendRequestToServerForFileInformation

MakeRequest

failed. error

0x8024402c

2008-10-20

21:17:23:996

1188 1440

Misc

WARNING:

WinHttp:

SendRequestToServerForFileInformation

failed with

0x8024402c

2008-10-20

21:17:23:996

1188 1440

Misc

WARNING:

WinHttp:

ShouldFileBeDownloaded

failed with

0x8024402c

2008-10-20

21:17:23:996

1188 1440

Misc

WARNING:

DownloadFileInternal

failed

for

<http://download.microsoft.com/v8/windowsupdate/redirect/muv3wuredir>

error

Re: WindowsUpdate\_80244019 Help

0x8024402c  
2008-10-20  
21:17:23:996  
1188 1440

Misc  
Validating  
signature  
for

C:\Windows\SoftwareDistribution\WuRedir\9482F4B4-E343-43B6-  
2008-10-20  
21:17:24:011  
1188 1440

Misc  
Microsoft  
signed: Yes  
2008-10-20  
21:17:24:558  
1188 1440

Misc  
WARNING:  
WinHttp:  
SendRequestToServerForFileInformation  
failed with

0x80190194  
2008-10-20  
21:17:24:558  
1188 1440

Misc  
WARNING:  
WinHttp:  
ShouldFileBeDownloaded  
failed with

0x80190194  
2008-10-20  
21:17:24:558  
1188 1440

Misc  
WARNING:  
DownloadFileInternal  
failed  
for

<http://update.microsoft.com/v8/windowsupdate/redir/muv3wuredir.ca>  
error

0x80190194  
2008-10-20  
21:17:24:558  
1188 1440

Setup  
WARNING:  
SelfUpdate  
check failed

Re: WindowsUpdate\_80244019 Help

to  
download  
package  
information,  
error =  
0x80244019  
2008-10-20  
21:17:24:558  
1188 1440  
Setup  
FATAL:  
SelfUpdate  
check  
failed, err  
=  
0x80244019  
2008-10-20  
21:17:24:558  
1188 1440  
Agent \*  
WARNING:  
Skipping  
scan,  
self-update  
check  
returned  
0x80244019  
2008-10-20  
21:17:24:777  
1188 1440  
Agent \*  
WARNING:  
Exit code =  
0x80244019  
2008-10-20  
21:17:24:777  
1188 1440  
Agent  
\*\*\*\*\*  
2008-10-20  
21:17:24:777  
1188 1440  
Agent \*\*  
END \*\*  
Agent:  
Finding  
updates  
[CallerId =  
AutomaticUpdates]  
2008-10-20  
21:17:24:777

Re: WindowsUpdate\_80244019 Help

1188 1440  
Agent  
\*\*\*\*\*  
2008-10-20  
21:17:24:777  
1188 1440  
Agent  
WARNING:  
WU client  
failed  
Searching  
for update  
with error  
0x80244019  
2008-10-20  
21:17:24:777  
1188 414  
AU >>##  
RESUMED  
## AU:  
Search for  
updates  
[CallId =  
{13085CB2-B032-40F8-9C33-26D33A226541}]  
2008-10-20  
21:17:24:777  
1188 414  
AU #  
WARNING:  
Search  
callback  
failed,  
result =  
0x80244019  
2008-10-20  
21:17:24:777  
1188 414  
AU #  
WARNING:  
Failed to  
find updates  
with  
error code  
80244019  
2008-10-20  
21:17:24:777  
1188 414  
AU  
#####  
2008-10-20  
21:17:24:777

Re: WindowsUpdate\_80244019 Help

1188 414  
AU ## END  
## AU:  
Search for  
updates  
[CallId =  
{13085CB2-B032-40F8-9C33-26D33A226541}]  
2008-10-20  
21:17:24:777  
1188 414  
AU  
#####  
2008-10-20  
21:17:24:777  
1188 414  
AU AU  
setting next  
detection  
timeout to  
2008-10-21  
00:17:24  
2008-10-20  
21:17:24:777  
1188 414  
AU Setting  
AU  
scheduled  
install time  
to  
2008-10-21  
01:00:00  
2008-10-20  
21:17:29:558  
1188 1440  
Report  
REPORT  
EVENT:  
{3DBB18D8-6A99-4C06-95ED-409FB020E892}  
2008-10-20  
21:17:24:558+0200  
1 148 101  
{D67661EB-2423-451D-BF5D-13199E37DF28}  
1 80244019  
SelfUpdate  
Failure  
Software  
Synchronization  
Windows  
Update  
Client failed  
to detect

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with error  
0x80244019.

"MowGreen  
[MVP]"  
wrote:

Please  
make  
another  
attempt  
to  
update.  
If  
it  
fails  
again,  
post  
the  
last  
50  
or  
so  
lines  
of  
the  
WindowsUpdate.log  
located  
in  
WINDOWS.

How  
to  
read  
the  
Windowsupdate.log  
file  
<http://support.microsoft.com/kb/902093>

Start  
at  
the  
bottom  
of  
the  
log

for  
the  
most  
recent  
entries.  
IF  
there  
are  
no  
FATAL  
or  
WARNING  
errors  
in  
the  
last  
50  
or  
so  
lines,  
go  
back  
up  
in  
the  
log  
for  
older  
entries  
and  
see  
if  
any  
are  
located  
there.  
Post  
back  
with  
a  
section  
of  
the  
log  
that  
contains  
FATAL  
or  
WARNING  
entries.

Re: WindowsUpdate\_80244019 Help

MowGreen  
[MVP  
2003–2009]

=====  
\*\_343\_\*  
FDNY  
Never  
Forgotten  
=====

AytacOnline  
wrote:

I  
had  
the  
same  
problem  
and  
I  
followed  
all  
the  
steps  
you've  
write  
down  
here,  
but  
it  
isn't  
working  
My  
laptop  
is  
Windows  
Vista  
Home  
Basic  
and  
Service  
Pack  
1  
And  
my  
Windows

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firewall  
was  
turned  
off,  
I've  
turned  
on  
again,  
but  
it  
stil  
doesn't  
work.

"MowGreen  
[MVP]"  
wrote: