

## Re: error code 0x800a0007

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2009-03/msg01819.html>

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- *From:* Juan el boricua <[Juanelboricua@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Juanelboricua@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 31 Mar 2009 09:29:02 -0700
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Good day to all. PA, thanks again. To answer your questions, yes, it is a new problem. I was aware that no pop ups came (like on the lower right, "new updates available, and so on..) up from the past three months,, and I tried to do manual updates with the results discussed here on the 25th. All security settings appear as ON, and had no third party firewalls. it had Norton waayy back, but was uninstalled when intro. subscription expired. As of today, I have Avast 4.8 Home Edition, Netcom 3, AVG free 8.5, and Windows Defender. Non was running when I tried to update. Any ideas? Still no luck!!

"PA Bear [MS MVP]" wrote:

Don't worry about the absence IUCTL.DLL, Juan. (It's not a WinXP SP2 or WinXP SP3 file.)

Is this a sudden, new problem? In other words, have you been able to update via <http://windowsupdate.microsoft.com> until just recently?

Start | Settings | Control Panel | Security Center: What is the reported status for (1) anti-virus, (2) firewall, and (3) Automatic Updates? If any of them are OFF or non-functioning, can you correct the problem from within Security Center?

What anti-virus application or security suite is installed and is your subscription current? What anti-spyware applications (other than Defender)? What third-party firewall (if any)? Were any of these applications running in the background when you installed WinXP SP3?

Has a Norton or McAfee application ever been installed on this machine (e.g., a free-trial version that came preinstalled when you bought it)?

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~PA Bear

Juan el boricua wrote:

Good day PA. As I checked, it reads SP3, but doing as the threads said did

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nothing!!! Could it be a virus or something? Can't recall which, but one of the threads explained that when "Iuctl.dll" did not appear, it was SP2. Thanks again, Juan.

Right-click on My Computer | select PROPERTIES: What does it say after "System" here?

Did you read any of the 3 links I posted in my first reply?

Juan el boricua wrote:

PA, I guess that it is SP2 because Iuctl.dll was not found. Did everything else and still no luck. Any advice on how to proceed?

"PA Bear [MS MVP]" wrote:

Please state your full Windows version (e.g., WinXP SP3; Vista SP1) when posting to this newsgroup.

You receive a "Windows Update has encountered an error and cannot display the requested page" error message when you try to install an update (ignore the error mentioned)  
<http://support.microsoft.com/?kbid=883614>

Error message when you try to install updates from the Windows Update Web site on a Windows XP-based computer:  
"Windows Update has encountered an error and cannot display the requested page" (ditto)  
<http://support.microsoft.com/kb/914226>

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Also see

<http://groups.google.com/group/microsoft.public.windowsupdate/msg/c4249f>

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

Juan el boricua wrote:

Hi  
everyone.  
As I was  
trying to do  
an update,  
an error  
code  
(0x800a0007)came  
back, and  
could not  
update.  
Anybody  
with an idea  
on  
what  
it is, and  
how to fix  
it? Thanks  
in advance,  
from Puerto  
Rico!!