

Re: 0x80070005 error on multiple computers

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2009-06/msg01165.html>

- *From:* Kevin Nelson <KevinNelson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 26 Jun 2009 05:54:07 -0700
-

But you must not have read my other posts. In order to wipe all of them clean I would have to open a DOE ticket. Then wait for a technician from the DOE to come. There is no time considering my last day is July 3 and that the techs have other things to do than reimage an entire school.

I am not ignoring, just looking for a scalpel answer rather than a 2000 pound bunker buster.

"PA Bear [MS MVP]" wrote:

I gave you my recommendations, including...

This does NOT sound good. Your best bet, time-wise, may be to format & do clean install of WinXP...

....and you've chosen to ignore them, so yes, more power to you. Perhaps "your usual support contacts" will be able to assist you, Kevin.

Kevin Nelson wrote:

And this is what all the initials after your name has come up with? More power to me? I now know what it is, an insidious plague on computing in general. It's called Windows and the horrible part is that in spite of the mental anguish it causes, we have to keep using it.

"PA Bear [MS MVP]" wrote:

More power to you.

Support for Windows Update:
<http://support.microsoft.com/gp/wusupport>

For more information about how to contact your local

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Microsoft subsidiary
for security update support issues, visit the International
Support Web
site: <http://support.microsoft.com/common/international.aspx>

For enterprise customers, support for security updates is
available
through
your usual support contacts.

--
~Robear Dyer (PA Bear)
MS MVP–Windows (IE, OE, Security, Shell/User)
AumHa VSOP & Admin; DTS–L.net

Kevin Nelson wrote:

The antivirus updates and runs daily with no
problems. It does it on
whatever account is currently logged on. The
other scanning programs I
run
if I get reports of strange behavior, otherwise
they get updated and run
about every two months.

Time is a problem as I will only be working
the school until July 3, and
will not be back until the beginning of
September. In order to do a
clean
install I would have to open a DOE help
ticket for each computer and
they
want someone to be the contact person when
they show up. 200+ computers
would be WAY too major an undertaking for
the end of the school year.

We have a lab that has Steady State loaded
and that is fine, but once
again,
200+ tickets would be needed to install on
the computers in addition to
the
ones for the clean install.

So, back to the surefire procedure in
response to 0x80070005.

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"PA Bear [MS MVP]" wrote:

[Please avoid in-line
replies, Kevin]

If one were
infected as
you think,
then
wouldn't all
of them
have the
same
problem?

Given the additional
information you posted,
probably not.

Windows
on all
computers
is set for
automatic
updates.
Apparently
that
is
another
thing that is
not working
right with
them.

Yet another indication of
infection, I'm afraid.

Is the AV app functional
and are all machines
updating definitions on a
regular basis? How do
Ad-Aware (version?),
Spybot (version?), and
SpywareBlaster update?
Who, if anyone, runs regular
AV scans, Ad-Aware

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scans, and Spybot scans?

This does NOT sound good.
Your best bet, time-wise,
may be to format &
do
clean install of WinXP.
Please note that a Repair
Install (AKA
in-place
upgrade) will NOT fix this!

cf.

<http://michaelstevensstech.com/cleanxpinstall.html#steps>

After the clean install, you'll
have the equivalent of a
"new computer"
so
take care of everything on
the following page before
otherwise
connecting
the machine to the internet
or a network and before
using a USB key
that
isn't brand-new or hasn't
been freshly formatted:

5 steps to help protect your
new computer before you go
online

<http://www.microsoft.com/protect/computer/advanced/xppc.msp>

Tip: Consider installing
Windows SteadyState on all
of these machines
(i.e., once they're all
completely clean & fully
patched)! See
<http://aumha.net/viewtopic.php?t=27570>

Kevin Nelson wrote:

Yes the
computers
are on a
LAN, but
the

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computers
do not have
access
to
each
other. They
are set up
2-8 to a
classroom
with a
networked
printer.
File
and
printer
sharing is
not enabled
so they see
the printer
that is
installed
but
not the
other
computers
in the room.
They all
have either
Symantec 9
or
10,
Ad-aware,
Spybot
S&D and
Spywareblaster.
If one were
infected as
you
think,
then
wouldn't all
of them
have the
same
problem?

"PA Bear
[MS MVP]"
wrote:

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0x80070005
ERROR_ACCESS_DENIED

See
this
recent
&
related
discussion:
<http://groups.google.com/group/microsoft.public.windowssup>

...as
far
as
I
can
tell
there
are
no
virus
or
malware
infections

Perhaps
you
need
to
do
a
little
more
digging.
Malware/hijackware
infection
is
the
Prime
Suspect
when
encountering
this
error.

Please
note
that
if

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these
computers
are
networked
via
a
LAN,
one
(1)
infected
computer
can
infect
all
the
others
within
seconds.
You
will
need
to
remove
all
computers
from
the
network
&
clean
every
one
of
them
before
reconnecting
them
to
the
network
or
else
all
your
work
will
be
undone
within
seconds.

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QED:
WinXP
SP3
was
released
over
a
year
ago.
Why
wasn't
it
installed
on
all
the
WinXP
SP2
machines
months
ago?

Windows
on all
computers
is set for
automatic
updates.
Apparently
that
is
another
thing that is
not working
right with
them.

QED:
When
was
the
last
time
these
machines
were
fully
patched
at

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Windows
Update?

see the
previous
answer

~Robear
Dyer
(PA
Bear)
MS
MVP-IE,
Mail,
Security,
Windows
Client
-
since
2002

Kevin
Nelson
wrote:

I
am
trying
to
update
classrooms
as
a
final
step
before
shutting
down
the
computers
for
the
summer.
I
am
getting
the
error

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code
0x80070005
on
about
half
of
the
computers
that
I
have
tried
to
update.
All
are
WinXP
pro
sp2,
I
am
logged
in
as
administrator
and
as
far
as
I
can
tell
there
are
no
virus
or
malware
infections.
I
have
gone
over
many
different
boards
and
blogs
and
help
sites

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but
still
can
not
get
the
computer
to
update.
Is
there
one
sure
fire
way
to
resolve
this
without
having
to
jump
through
multiple
hoops.
If
the
school
were
networked
correctly
I
could
jump
through
all
day,
but
I
have
more
than
200
to
do
individually.
Thanks.

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