

## RE: "Windows Upate Error"

*Source:*

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2003-01/23721.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-01/23721.html)

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**From:** Tim ([mrhide@grenoble.vianw.co.uk](mailto:mrhide@grenoble.vianw.co.uk))

**Date:** 01/01/03

From: "Tim" <[mrhide@grenoble.vianw.co.uk](mailto:mrhide@grenoble.vianw.co.uk)>

Date: Wed, 1 Jan 2003 10:53:47 -0800

Hi Kyle.

Happy New Year to you! Hope you had a good one.

A degree of success! Concerning the two tests you recommended in your last message. The first one produced no success, but the second one did. I did however try this second test when I first had trouble, before I contacted you, with no success. I didn't however perform the first test. Could my success be a result of performing both of your recommendations together? The XP firewall now remains off. When returned to normal startup the problem remains, obviously.

When I run Update after performing your second test, I am told that there are no updates for my machine. Is this correct? I have always known a list of non-critical updates which one can choose to install, and as SP1 is not installed should it not be encouraging me to install it? Saying this there are still a list of SP1 components in the Add/Remove menu; although I did a System Restore to remove SP1. I was surprised that there were no updates to install. Could you please advise on this as also my next move. Thanks. I have tried too to remove the SP1 components using Add/Remove, but after doing so Windows Update still did not work; so I did a System Restore to return them, as their presence seemed to not be a problem (I hope all that makes sense).

There is another small question I have too. It is not a problem, but I have a BroadBand connection, and every time I start my machine I am told that I am going to change my internet settings and do I want to continue. So I click yes each time and all goes ok. Is there a way of stopping this question from occurring each time I turn on my machine?

Thanks for your help once again. Look forward to hearing from you.

Tim.

>-----Original Message-----

>Hi Kyle.

>

>Thanks for that. I have been away for the festive period  
>and just got back (hope yours was good!). Will get onto  
>your suggestions this week and then get back to you.  
>Thanks for your help again.

>

>Tim.

>>-----Original Message-----

>>Hi Tim,

>>

>>Let's try the following tests and then check if this  
>issue still occurs:

>>=====

>>Test1. Turn off the Internet Connection Firewall (ICF)  
>feature:

>>=====

>>1. Click Start->Run, type "ncpa.cpl" without the  
>quotation marks, and then  
>>press Enter.

>>2. Right-click the connection that you use for the  
>Internet, and then click  
>>Properties.

>>3. Click the Advanced tab.

>>4. Click to clear the "Protect my computer and  
>network by limiting or  
>>preventing access to this computer from the Internet"  
>check box.

>>5. After that, please check if this issue persists.

>>

>>Test2. Perform a clean boot:

>>=====

>>NOTE: You must be logged on as an administrator or a  
>member of the

>>Administrators group in to complete this procedure. If  
>your computer is

>>connected to a network, network policy settings may  
also

>prevent you from

>>completing this procedure.

>>

>>1. Click Start, click Run, type "msconfig" (without  
>the quotation marks) in

>>the Open box, and then click OK.

>>2. In the Startup tab, click the "Disable All"

>button.  
>>3. In the Services tab, check the "Hide All  
>Microsoft Services" checkbox,  
>>and then click the "Disable All" button.  
>>4. Click OK and restart your computer.  
>>  
>>After restarting your system, please check if this  
issue  
>occurs again.  
>>  
>>NOTE: To exit the clean environment and return to  
Normal  
>Mode, please  
>>follow these steps.  
>>=====  
>>1. Click Start, click Run, type "msconfig" (without  
>the quotation marks) in  
>>the Open box, and then click OK.  
>>2. On the General tab, click "Normal Startup – load  
>all device drivers and  
>>services".  
>>3. Click OK. Click Restart when you are prompted to  
>restart your computer.  
>>  
>>If you have any concerns, please feel free to post back.  
>>  
>>Merry Christmas!  
>>  
>>Regards,  
>>  
>>Kyle Cui  
>>[kylecui@online.microsoft.com](mailto:kylecui@online.microsoft.com)  
>>Product Support Services  
>>Microsoft Corporation  
>>  
>>This posting is provided "AS IS" with no warranties,  
and  
>confers no rights.  
>>  
>>-----  
>>| Content-Class: urn:content-classes:message  
>>| From: "Tim" <[mrhide@grenoble.vianw.co.uk](mailto:mrhide@grenoble.vianw.co.uk)>  
>>| Sender: "Tim" <[mrhide@grenoble.vianw.co.uk](mailto:mrhide@grenoble.vianw.co.uk)>  
>>| References: <01d901c2a618\$27a0f100  
>\$d6f82ecf@TK2MSFTNGXA13>  
>><gNMOAx3pCHA.2248@cpmsftngxa09>  
>><014401c2a862\$c9c77a70\$d5f82ecf@TK2MSFTNGXA12>  
>><026201c2a9dd\$bf6a5a80\$89f82ecf@TK2MSFTNGXA01>  
>><Ho3ORpmqCHA.1488@cpmsftngxa06>  
>>| Subject: RE: "Windows Upate Error"  
>>| Date: Mon, 23 Dec 2002 15:51:12 -0800

microsoft.public.windowsxp.security\_admin: RE: "Windows Upate Error"

>>| *Lines: 277*  
>>| *Message-ID: <079d01c2aade\$2c5477b0*  
>| *\$8af82ecf@TK2MSFTNGXA03>*  
>>| *MIME-Version: 1.0*  
>>| *Content-Type: text/plain;*  
>>| *charset="iso-8859-1"*  
>>| *Content-Transfer-Encoding: 7bit*  
>>| *X-Newsreader: Microsoft CDO for Windows 2000*  
>>| *X-MimeOLE: Produced By Microsoft MimeOLE*  
>| *V5.50.4910.0300*  
>>| *Thread-Index: AcKq3ixUryzIiodxT1+Y58x1vBs8fw==*  
>>| *Newsgroups: microsoft.public.windowsxp.security\_admin*  
>>| *NNTP-Posting-Host: TK2MSFTNGXA03 10.40.1.48*  
>>| *Path: cpmsftngxa06!TK2MSFTNGP08!cpmsftngxa09*  
>>| *Xref: cpmsftngxa06*  
>| *microsoft.public.windowsxp.security\_admin:40043*  
>>| *X-Tomcat-NG: microsoft.public.windowsxp.security\_admin*  
>>|  
>>| *Hi Kyle,*  
>>|  
>>| *Have done as you suggested but still no luck. After*  
>>| *installing IE6 SP1 it removed all IE icons so I could*  
>| *not*  
>>| *activate it! Tested Win Update by accessing it direct*  
>>| *from the Sart menu though, and still no joy. Have*  
>| *also*  
>>| *done a System Restore to revert to previous IE6 (with*  
>>| *icons). Sorry about this, hope to hear from you soon.*  
>>| *Thanks for the help again.*  
>>|  
>>| *Tim.*  
>>| *>-----Original Message-----*  
>>| *>Hi Tim,*  
>>| *>*  
>>| *>According to your post, I understand that this issue*  
>>| *disappears after we*  
>>| *>installed the Windows XP SP1 update. However, the*  
>>| *Windows XP SP1 update*  
>>| *>caused other issues and you removed this update from*  
>>| *your computer.*  
>>| *>*  
>>| *>Therefore, I would like to suggest you try the*  
>| *following*  
>>| *methods:*  
>>| *>=====*  
>>| *>*  
>>| *>Method1. Remove any Internet Security/Firewall*  
>| *software,*  
>>| *such as*  
>>| *>Ad-Filters, ZoneAlarm.*  
>>| *>*

RE: "Windows Upate Error"

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>>| >Method2. Try to install Internet Explorer 6 SP1. To  
>>| download and install  
>>| >Internet Explorer 6 SP1, please go to the following  
>link:  
>>| >  
>>|  
>>| <http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/download.asp>  
>>| >  
>>| >NOTE: If you have install Internet Explorer 6 SP1,  
>>| please reinstall it.  
>>| >  
>>| >If you have any concerns, please feel free to post  
>back.  
>>| >  
>>| >Regards,  
>>| >  
>>| >Kyle Cui  
>>| >[kylecui@online.microsoft.com](mailto:kylecui@online.microsoft.com)  
>>| >Product Support Services  
>>| >Microsoft Corporation  
>>| >  
>>| >This posting is provided "AS IS" with no warranties,  
>and  
>>| confers no rights.  
>>| >  
>>| >-----  
>>| >| Content-Class: urn:content-classes:message  
>>| >| From: "Tim" <[mrhide@grenoble.vianw.co.uk](mailto:mrhide@grenoble.vianw.co.uk)>  
>>| >| Sender: "Tim" <[mrhide@grenoble.vianw.co.uk](mailto:mrhide@grenoble.vianw.co.uk)>  
>>| >| References: <01d901c2a618\$27a0f100  
>>| >| \$d6f82ecf@TK2MSFTNGXA13>  
>>| >| <gNMOAx3pCHA.2248@cpmsfngxa09>  
>>| >| <014401c2a862\$c9c77a70\$d5f82ecf@TK2MSFTNGXA12>  
>>| >| Subject: RE: "Windows Upate Error"  
>>| >| Date: Sun, 22 Dec 2002 09:15:38 -0800  
>>| >| Lines: 172  
>>| >| Message-ID: <026201c2a9dd\$bf6a5a80  
>>| >| \$89f82ecf@TK2MSFTNGXA01>  
>>| >| MIME-Version: 1.0  
>>| >| Content-Type: text/plain;  
>>| >| charset="iso-8859-1"  
>>| >| Content-Transfer-Encoding: 7bit  
>>| >| X-Newsreader: Microsoft CDO for Windows 2000  
>>| >| X-MimeOLE: Produced By Microsoft MimeOLE  
>>| >| V5.50.4910.0300  
>>| >| Thread-Index: AcKp3b9qH5yiXX3dT/GAVZT1ZHhyGg==  
>>| >| Newsgroups:  
>microsoft.public.windowsxp.security\_admin  
>>| >| NNTP-Posting-Host: TK2MSFTNGXA01 10.40.1.47

RE: "Windows Upate Error"

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>>| >| *Path: cpmsftngxa06!cpmsftngxa10!cpmsftngxa09*  
>>| >| *Xref: cpmsftngxa06*  
>>| *microsoft.public.windowsxp.security\_admin:39862*  
>>| >| *X-Tomcat-NG:*  
>*microsoft.public.windowsxp.security\_admin*  
>>| >|  
>>| >| *Hello Kyle.*  
>>| >|  
>>| >| *I am a happy man no longer. SP1 caused so many*  
>>| *problems*  
>>| >| *with Microsoft Flight Simulator and another*  
>*graphics*  
>>| >| *programme I did a System Restore and am now*  
*running*  
>>| >| *without it again, so am back to the original*  
>*problem*  
>>| *of*  
>>| >| *no access to Windows Update. Just thought I should*  
>>| *keep*  
>>| >| *you in informed. Look forward to hearing your*  
>*thoughts*  
>>| >| *soon. Thanks for your help once again.*  
>>| >|  
>>| >| *Tim.*  
>>| >| >-----*Original Message*-----  
>>| >| >*Hi Kyle,*  
>>| >| >  
>>| >| >*Thanks for your help. I am a happy man once*  
*again!*  
>*It*  
>>| >| *all*  
>>| >| >*works fine after SP1 installation. There is a*  
>*problem*  
>>| >| >*though which ocured after I installed SP1 a*  
*month*  
>>| *ago.*  
>>| >| >*Because of this I uninstalled SP1 until I could*  
>*find*  
>>| *a*  
>>| >| >*solution. I run Microsoft Flight Simulator 2002,*  
>*and*  
>>| >| *when*  
>>| >| >*I begin a flight the "Brakes are on" message at*  
>*the*  
>>| >| >*bottom of the screen is slightly blurred. Also*  
>>| *(when 'in*  
>>| >| >*flight') I go to access the options menu at the*  
>*top*  
>>| *of*  
>>| >| >*the screen using the Alt key nothing happens. It*  
>*does*

RE: "Windows Upate Error"

>>| >| >seem that the options are there and the game is  
>>| running  
>>| >| >correctly, (for it pauses as it should) but they  
>are  
>>| not  
>>| >| >shown on the screen. I think this is the case  
>because  
>>| >| >when I use CTRL C to end the game, it does so  
>>| correctly.  
>>| >| >Could you advise please? Thanks for help so far.  
>My  
>>| >| >machine hopefully is ok again now.  
>>| >| >  
>>| >| >Thanks for your help.  
>>| >| >  
>>| >| >  
>>| >| >Tim.  
>>| >| >  
>>| >| >  
>>| >| >>-----Original Message-----  
>>| >| >>Hi Tim,  
>>| >| >>  
>>| >| >>Based on my experience, this issue can be caused  
>by  
>>| the  
>>| >| >damaged temporary  
>>| >| >>Internet files in your system. Please clear the  
>>| >| >temporary files including  
>>| >| >>all offline content. To do so, you need to  
follow  
>>| these  
>>| >| >steps:  
>>| >| >>=====

- >>| >| >>1. Open Internet Explorer and click Tools->  
>Internet  
>>| >| >Options
- >>| >| >>2. In the Temporary Internet Files section  
>in the  
>>| >| >General tab, Click Delete  
>>| >| >>Files.
- >>| >| >>3. Check the Delete all Offline content  
>checkbox and  
>>| >| >click OK.
- >>| >| >>4. In the History section, Click Clear  
>History and  
>>| >| >click OK.
- >>| >| >>5. Click the Delete Cookies button and click  
>OK.
- >>| >| >>6. Click the "Settings" button in the  
>Temporary  
>>| >| >Internet Files area.

>>| >| >>7. Click the View Files button, and then  
>remove all  
>>| >| >the files in the  
>>| >| >>"Temporary Internet Files" folder. Then close  
the  
>>| >| >folder.  
>>| >| >>8. Click the View Objects button, and then  
>remove  
>>| >| >all the objects.  
>>| >| >>9. Click OK twice to close the dialog boxes.  
>>| >| >>  
>>| >| >>If this issue still occurs, we may need to  
>install  
>>| >| >Windows XP SP1. To do  
>>| >| >>so, please refer to the following steps:  
>>| >| >>=====  
>>| >| >>  
>>| >| >>Step1. In order to protect your files and  
>settings,  
>>| >| >please create a System  
>>| >| >>Restore point to save the current settings:  
>>| >| >>=====  
>>| >| >>1. Before you start, please close all open  
>files and  
>>| >| >close all open  
>>| >| >>programs.  
>>| >| >>2. Click Start-> All Programs->Accessories->>System  
>>| >| >Tools.  
>>| >| >>3. Click "System Restore". The System  
>Restore user  
>>| >| >interface should appear.  
>>| >| >>4. Select "Create a restore point", and  
>click Next.  
>>| >| >>5. Type the name for the restore point, and  
>click  
>>| >| >Create.  
>>| >| >>6. Click Close to end the process.  
>>| >| >>  
>>| >| >>Step2. Please go to the following link to  
>download  
>>| and  
>>| >| >install the Windows  
>>| >| >>XP SP1 update.  
>>| >| >>  
>>| >| >>NOTE: Be sure to include all text between the  
>>| quotation  
>>| >| >marks. You may copy  
>>| >| >>the whole link below between the quotation marks  
>>| >| >(without quotation marks)  
>>| >| >>to the address bar in Internet Explorer (IE) and

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>>| *then*  
>>| >| >*press Enter.*  
>>| >| >>  
>>| >| >>*"<http://www.microsoft.com/downloads/release.asp?ReleaseID=44157&area=search&ordinal=1>"*  
>>| >| >>  
>>| >| >>*After installation of the Windows XP SP1 update,*  
>>| *please*  
>>| >| >*check if Windows*  
>>| >| >>*Update works properly.*  
>>| >| >>  
>>| >| >>*If you have any further concerns, please feel*  
>*free*  
>>| *to*  
>>| >| >*post back.*  
>>| >| >>  
>>| >| >>*Regards,*  
>>| >| >>  
>>| >| >>*Kyle Cui*  
>>| >| >>  
>>| >| >>*[kylecui@online.microsoft.com](mailto:kylecui@online.microsoft.com)*  
>>| >| >>*Product Support Services*  
>>| >| >>*Microsoft Corporation*  
>>| >| >>  
>>| >| >>*This posting is provided "AS IS" with no*  
>*warranties,*  
>>| >| *and*  
>>| >| >*confers no rights.*  
>>| >| >>-----  
>>| >| >>| *Content-Class: urn:content-classes:message*  
>>| >| >>| *From: "Tim" <[mrhide@grenoble.vianw.co.uk](mailto:mrhide@grenoble.vianw.co.uk)>*  
>>| >| >>| *Sender: "Tim" <[mrhide@grenoble.vianw.co.uk](mailto:mrhide@grenoble.vianw.co.uk)>*  
>>| >| >>| *Subject: "Windows Upate Error"*  
>>| >| >>| *Date: Tue, 17 Dec 2002 14:03:39 -0800*  
>>| >| >>| *Lines: 17*  
>>| >| >>| *Message-ID: <01d901c2a618\$27a0f100*  
>>| >| >>| *>\$d6f82ecf@TK2MSFTNGXA13>*  
>>| >| >>| *MIME-Version: 1.0*  
>>| >| >>| *Content-Type: text/plain;*  
>>| >| >>| *charset="iso-8859-1"*  
>>| >| >>| *Content-Transfer-Encoding: 7bit*  
>>| >| >>| *X-Newsreader: Microsoft CDO for Windows 2000*  
>>| >| >>| *Thread-Index: AcKmGCeg3N9RI/MYTFWXawgUcErg1w==*  
>>| >| >>| *X-MimeOLE: Produced By Microsoft MimeOLE*  
>>| >| >>| *V5.50.4910.0300*  
>>| >| >>| *Newsgroups:*  
>>| *microsoft.public.windowsxp.security\_admin*  
>>| >| >>| *NNTP-Posting-Host: TK2MSFTNGXA13 10.40.1.165*  
>>| >| >>| *Path: cpmstngxa06!TK2MSFTNGP08!cpmstngxa09*  
>>| >| >>| *Xref: cpmstngxa06*

RE: "Windows Upate Error"

microsoft.public.windowsxp.security\_admin: RE: "Windows Upate Error"

>>| >| >microsoft.public.windowsxp.security\_admin:39260  
>>| >| >>| X-Tomcat-NG:  
>>| microsoft.public.windowsxp.security\_admin  
>>| >| >>|  
>>| >| >>| Hi.  
>>| >| >>|  
>>| >| >>| I wonder if anybody has experienced the same  
>>| problem  
>>| >| >as  
>>| >| >>| me with Windows Update XP Home. When I try to  
>run  
>>| >| >Windows  
>>| >| >>| Update I receive the following "Windows Update  
>has  
>>| >| >>| encoutered an error and cannot display the  
>>| requested  
>>| >| >>| page."  
>>| >| >>|  
>>| >| >>| Automatic Update no longer works and I am no  
>>| longer  
>>| >| >able  
>>| >| >>| to download Updates manually.  
>>| >| >>|  
>>| >| >>| Can anybody help solve this?  
>>| >| >>|  
>>| >| >>| Thanks in advance for all help.  
>>| >| >>|  
>>| >| >>|  
>>| >| >>| Tim.  
>>| >| >>|  
>>| >| >>  
>>| >| >>.  
>>| >| >>  
>>| >| >.  
>>| >| >  
>>| >|  
>>| >  
>>| >.  
>>| >  
>>|  
>>  
>>.  
>>  
>.  
>

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