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Updates are not installed successfully from Windows Update, from Microsoft Update, or by using Automatic Updates after you repair a Windows XP installation

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SYMPTOMS

When you try to install updates from the Windows Update Web site, from the Microsoft Update Web site, or by using the Automatic Updates feature, you receive a message that states that the update or the updates were not installed successfully. However, the updates are not displayed in the Update History part of the Web site.

You experience this problem if the following conditions are both true:

- You try to update a computer that is running Windows XP.

- You have repaired the Windows XP installation by using the Windows XP CD.

CAUSE

This problem occurs because of how the Windows XP repair operation replaces Windows system files. When you repair a Windows installation by using a Windows XP CD, the repair operation performs both of the following operations:

- It replaces all the Windows system files with the corresponding files from the CD.

  Note This includes the Windows Update files.

- It restores the Windows registry.

The latest version of Windows Update includes a file that was not available in the release version of Windows XP. This file is named Wups2.dll. Therefore, after the repair operation is complete, the following situation exists:

- The Wups2.dll file remains on the computer.

- The registry entries that correspond to this file are missing.

Because the registry files that correspond to the Wups2.dll file are missing, update installations are unsuccessful.

RESOLUTION

To resolve this problem, use one of the following methods.

Method 1: Register the Wups2.dll file in Windows

To register the Wups2.dll file in Windows, follow these steps:

1. Stop the Automatic Updates service. To do this, follow these steps:

    a.   Click **Start**, click **Run**, type **cmd**, and then click **OK**.

    b.   At the command prompt, type the following command, and then press ENTER:

          net stop wuauserv

2.   Register the Wups2.dll file. To do this, follow these steps:

    a.   At the command prompt, type the following command, and then press ENTER:

          regsvr32 %windir%\system32\wups2.dll

       Note For a computer that is running Windows XP Professional x64 Edition, type the following command, and then press ENTER:

          regsvr32 %windir%\syswow64\wups2.dll

    b.   Click **OK** on each verification message that you receive.

3.   Start the Automatic Updates service. To do this, type the following command at the command prompt, and then press ENTER:

       net start wuauserv

4.   Exit the command prompt. To do this type **exit**, and then press ENTER.

Method 2: Download and install the Windows Update Agent

To resolve this problem, follow these steps:

1.   Download the appropriate version of the Windows Update Agent to a known location. To do this, visit one of the following Web sites.

AgentWindows, x86-based systems

http://download.windowsupdate.com/WindowsUpdate/redist/standalone/7.0.6000.381/Wind owsUpdateAgent30-x86.exe (http://download.windowsupdate.com/windowsupdate/redist/standalon e/7.0.6000.381/windowsupdateagent30-x86.exe)

Windows, x64-based systems

http://download.windowsupdate.com/WindowsUpdate/redist/standalone/7.0.6000.381/Wind owsUpdateAgent30-x64.exe (http://download.windowsupdate.com/windowsupdate/redist/standalon e/7.0.6000.381/windowsupdateagent30-x64.exe)

Windows, Itanium-based systems

http://download.windowsupdate.com/WindowsUpdate/redist/standalone/7.0.6000.381/Wind owsUpdateAgent30-ia64.exe (http://download.windowsupdate.com/windowsupdate/redist/standalon e/7.0.6000.381/windowsupdateagent30-ia64.exe)

2.   Click **Start**, click **Run**, click **Browse**, locate the file that you saved in step 1, and then click **Open**.

3.   Add the **/wuforce** switch to the end of the run command, and then click **OK**. For example, the run command may appear as the following:

       C:\WindowsUpdateAgent30-x86.exe /wuforce

4.   Click **Run**.

5.   Follow the steps to complete the wizard.

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section.

APPLIES TO

- Microsoft Windows XP Professional
- Microsoft Windows XP Professional x64 Edition
- Microsoft Windows XP Home Edition
- Microsoft Windows XP Media Center Edition 2002
- Microsoft Windows XP Media Center Edition 2004
- Microsoft Windows XP Media Center Edition 2005
- Microsoft Windows XP Tablet PC Edition
- Microsoft Windows XP Tablet PC Edition 2005

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