

Windows Update Fails Error 0x800A138F

Published By Marc Liron - Microsoft MVP In Digital Media

[For new XP users and
beyond! Windows XP
Registry eBook & 20
support videos](#)

Windows Update Failure - Error Code 0x800A138F

POPULAR XP NEWSLETTER

Claim Your FREE Guides!



[Subscribe Now!](#)

[Current Issue](#)

[Issue Archive](#)

XML

[Site RSS Feed](#)

POPULAR ARTICLES

[FREE Stuff](#)

[Codecs for WMP9](#)

[SHERLOCK Codec
Utility](#)

[Online Data Storage](#)

[WMP and DVD](#)

[Cryptographic Service](#)

[Scannow sfc](#)

Download this page as a PDF file here: [0x800A138F](#)

Sometimes Windows Update seems to do odd things..

A typical email requesting help from this website, goes like this:

Dear Marc,

When I access the Windows update web site everything is working fine until....

I click the "**Scan Now**", I pick from the list patches I wish to install I then click the "review and install" button It takes me to the next window where it says "Install now" Just as I click the "install now" button I get the following error message....

Windows Update Error

Windows Update has encountered an error and cannot display the requested

[Download IE6](#)

[Microsoft Photo Story](#)
[3](#)

[Logon XP Tips](#)

[Windows File
Protection](#)

[Computer
Workstation
Ergonomics](#)

[WinTasks 5
Professional](#)

[Windows XP Task
manager](#)

[Stop Messages](#)

COMMON ERRORS

[C00D11CD](#)

[0x800A138F](#)

[0x8007007E](#)

[0x80072EE2](#)

[0x80072EFD](#)

[800C0008](#)

[0x8DDD0018](#)

[0xc00d1199](#)

page.

Select from any of the following pages for information about Windows Update services, or send us your feedback.

[Windows Update Home Page](#)

[About Windows Update](#)

[Support Information](#)

Send error number to Microsoft (**0x800A138F**)

(Note This sends error information but does not create a support incident; you may or may not receive a response.)

I am very frustrated!

Can you help?

Rather than try and send individual emails, I have posted this article on my website.

The aim of **this** article is to help you solve this 0x800A138F problem and have you updating your **Windows XP Professional** or **Home Edition** computer as soon as possible!

(This is also a known issue with some installations of **Windows 2000 Professional** AFTER applying Service Pack 3)

As usual all advice is offered as-is without warranty of any kind....

What Is The 0x800A138F problem?

I do NOT want to get too technical in this support article. Simply because **most** of you reading this, want a solution and not a technical briefing! Also, many of you are new(ish) to Windows XP and I am not here to confuse you either...

[c00d11ba](#)

Essentially when your computer communicates with the Windows Update website. It uses TWO technologies called:

[0x800B0004](#)

[wmpdxdm-dll](#)

Active X - to interact with the Microsoft site. The first time you visit the Update website, using your profile, you are asked if you will accept the Windows Update Control Package (the Active X control) onto your machine.

[wmp-dll](#)

[rstrui entry point](#)

SSL (Secure Socket Layer) - A method of data encryption used by Internet Explorer.

**DIGITAL
MEDIA**

[Codec SVCD](#)

Now this general error message **0x800A138F**, that some folks get when they visit Windows Update, has been around for a while. BUT, when the [MSBlast](#) virus was unleashed Microsoft changed a few things at the main update website. One of them was to use [Akamai](#) for additional bandwidth and this connectivity is exclusively using HTTPS (SSL) for the downloading of the update catalogue. It is since then that we have seen an escalation in the number of **0x800A138F** error messages!

[Divx & WMP](#)

[Windows XP Codecs](#)

TIP:

TRIAL SOFTWARE

The following steps will help many of you... BUT

[X-DRIVE Online
Backup](#)

What would be **REALLY** helpful to anyone trying to support you, is if **you** go to the "**Windows Update Log**" and look for any "**Errors**". This gives a *clearer* indication as to the *exact* nature of the problem. (The 0x800A138F error message is a "General" error THE real error number is in the log. A list of possible error messages is in a table at the bottom of this page.)

[WinTasks Pro 15 Day
Trial](#)

*"Master the processes
running on your PC!"*

The windows update log is in the following places:

[SpeedUpMyPC 15 Day
Trial](#)

*"Take control of your PC's
speed and memory!"*

C:\Windows\Windows Update.log (Win XP & Win98/Me)
C:\WINNT\Windows Update.log (Windows 2000)

Just copy and paste the above in Windows Explorer to open the log file...

[Spy Sweeper 30 Day
Trial](#)

*"Don't get caught by
harmful spyware!"*

NB -

If YOU GET ERROR **0x8007007E** [click here](#) for a separate article...

If YOU GET ERROR **0x800B0004** [click here](#) for a separate article...

If YOU GET ERROR **0x800C0008** **Try Step 4 and 5...**

If YOU GET ERROR **0x80190190** Go To Table at the end of this page...

Website Feed:

If YOU GET ERROR **0xC00CE55F** Go To Table at the end of this page...

XML
[RSS Feed](#)

If YOU GET "**Error 0x80070057: The parameter is incorrect**" PLEASE go to the end of this article and read the email sent in by Hans Lenzen!

Not sure What RSS is?
Find out [more here](#).

NB - Fellow IT professional's, please do not send me emails complaining that this article is not what YOU would do etc... ALL of the fix's below have **worked** for folks getting the error message 0x800A138F...

Here's how to try and fix the 0x800A138F problem:

Some of the steps here may seem a little odd. But hang in there with me! One of them should work for YOU! (Please read the **Personal Comments** at the end of the article. Here I share with you my **own** experiences of fixing error 0x800A138F...)

Let's start with the **basics** and then move forward **one step at a time**.... I have also included some emails I have received from site visitors, at the end of this article!!!

NB - If you are using or have been using any form of Anti Spy/Advert software try **STEP 11** first!

Also MANY folks have resolved this issue using **STEP 5**...

Step 1)

Delete Temporary Internet Files

There is a possibility of some *corrupted* files in your Temporary Internet Files (TIF) storage... So we need to clear out this folder.

To do so:

Start **Internet Explorer**.

On the **Tools** menu, click **Internet Options**, and then click the **General** tab.

Under **Temporary Internet** files, click **Delete Cookies**.

Click **OK** when you are prompted to confirm the deletion.
Click **Delete Files**.
Click **OK** when you are prompted to confirm the deletion.
Under **History**, click **Clear History**.
Click **Yes** when you are prompted to delete your history of visited Web sites.
Click **OK**.
Close **Internet Explorer**
Start **Internet Explorer** and try the Windows Update Site again.

If it fails with the **0x800A138F** error again **try Step 2**

Step 2)

Check Security And Content Settings In Internet Explorer

a) Check the security settings for the Trusted sites zone in Internet Explorer.

To do so:

Open **Internet Explorer**, on the **Tools** menu, click **Internet Options**, and then click the **Security** tab.
Click **Trusted sites**, and then click **Default Level**. (This should be **Low**, these are sites you trust!)
Now click the Sites button.
Clear the check box "Require server verification (https:) for all sites in this zone."
Type the following URL's **EXACTLY** as follows:

<http://Windowsupdate.microsoft.com>

<http://V4.Windowsupdate.microsoft.com>

<https://v4.Windowsupdate.microsoft.com> (Note: The **https** is correct)

<http://Download.Windowsupdate.com>

*.akamai.net (Note: Yes this really is correct!)

Type each one then, click **Add**, and repeat until they all show in the bottom box. Now click **OK**, and then click **Apply**.

TIP: It is also worth checking to make sure **NONE** of these URL's appear in the "**Restricted Sites**" section.... Some of the popular spy blocker type software can automatically place any URL in this section..

Clear the Secure Sockets Layer (SSL) state and AutoComplete history.

To do so:

(Windows XP Only...)

Open **Internet Explorer**, on the **Tools** menu, click **Internet Options**, and then click the **Content** tab.

Under **Certificates**, click **Clear SSL State**.

Click **OK** when you receive the message that the SSL cache was successfully cleared.

Under **Personal information**, click **AutoComplete**.

Under Clear AutoComplete history, click **Clear Forms**. Click **OK** when you are prompted to confirm the operation.

Click **Clear Passwords**. Click **OK** when you are prompted to clear all previously saved passwords, and then click **OK** two more times.

Close **Internet Explorer**

Start **Internet Explorer** and try the Windows Update Site again.

If it fails with the **0x800A138F** error again **try Step 3**

Tip:

You can test your ability to connect to **Secure Sockets Layer (SSL)** websites by using this [SSL test site](#)...

Step 3)

Verify that Internet Explorer is configured to use SSL 2.0 and SSL 3.0.

To do so:

Open **Internet Explorer**

On the **Tools** menu, click **Internet Options**, and then click the **Advanced** tab.

In the **Settings** box, under **Security**, click to select the **Use SSL 2.0** and Use **SSL 3.0** check boxes (if they are not already selected), and then click **OK**.

Now **Close** Internet Explorer

Now **open** Internet Explorer and try the Windows Update site again.

If it fails with the **0x800A138F** error again **try Step 4**

Step 4)

Please **uncheck** "Check for server certificate revocation":

Open Internet Explorer

Click on **Tools**

Click on **Internet Options**

Click on the **Advanced** tab

Scroll down to the **Security Section**

Unselect "Check for server certificate revocation"

Reboot the machine

Now **open** Internet Explorer and try the Windows Update site again.

If it fails with the **0x800A138F** error again **try Step 5**

Step 5)

Verify that the **Date and Time Settings** on Your Computer Are Correct

You are most likely seeing the error code **0x800C0008** in the update log. This **usually** indicates a date error. Another symptom will be not being able to visit checkouts online, login to secure banking etc...

Because **SSL** certificates have an expiry date, if the date on your computer isn't correct, it may prevent you from connecting to secure sites. To verify that your computer is configured with the **correct** date and time settings:

Click **Start**

Click **Control Panel**

Click **Date, Time, Language, and Regional Options**,

Click **Date and Time**

Select the **Date & Time** tab

Check to make sure that the date and time settings are configured to use the **current** date and time, and then click **OK**

(NB - You could also check your date/time in the CMOS - on start up....)

Now **open** Internet Explorer and try the Windows Update site again. You may be surprised to hear that this is the **NUMBER ONE** reason folks tell me was stopping them accessing the site!!!

NB - If you have error **0x800C0008** and the date is NOT your problem, then copy and paste the following into your browser, hit enter, let the page load then close and reboot, then try the Update website again:

<https://a248.e.akamai.net/v4.windowsupdate.microsoft.com/getmanifest.asp>

If it fails with the **0x800A138F** error again **try Step 6**

Step 6)

Now I said earlier that some of the suggestions were a little odd... Well...

The error may occur because the **language-setting** in **Internet Explorer** is *missing*.

To add a language, in Internet Explorer:

Open Internet Explorer

Click on **Tools**

Click on **Internet Options**

Click on the **General** tab and click the "**Languages**" button.

Add a language to the list if **empty**.

Now click **OK** and then **OK** and **close** Internet Explorer

Or.....

In some reported cases you have to add a second language, **English-United States**, and move it to the top of the list!

Side Note:

(**NB** - For those of you wondering why this may happen. Well the file that contains your Update History is called **ihist.xml**, and there is a *known* bug where the Send method of XMLHttp on XML 2.6, or later, fails with error code **0x800A138F** if there are no languages specified in Internet Explorer.)

From: Koos
Sent: 17 October 2003 09:01
To: marc
Subject: Error 0x800A138F

Dear Marc,

When updating my Windows XP I got Error 0x800A138F. Through Google I came to Updatexp.com and found the answer.

Step 6 did the trick for me (language setting)

As You said in the article, I is indeed odd. as the standard language is Dutch. After adding Dutch in the empty list I was able to Update again.

Many thanks!!!!!!

With regards,
Koos

REBOOT Then **open** Internet Explorer and try the Windows Update site again!

If it fails with the **0x800A138F** error again **try Step 7**

Step 7)

Temporarily disabling antivirus and firewall programs while you use Windows Update may solve this problem. Be sure to enable them again when you complete the update process...

It is also worth noting that the new Active X control, used by V4 of Windows Update, collects patch information and sends/receives that information over **port 443**, instead of **port 80** as in the past...

If you have port 443 blocked at your router/firewall then try unblocking it.

Now **open** Internet Explorer and try the Windows Update site again.

If it fails with the **0x800A138F** error again **try Step 8**

Step 8)

You might also be able to resolve this issue by deleting all of the content in:

Program Files\Windowsupdate

and

Program Files\Windowsupdate\V4 (**except** for the **iuhist.xml** file located in Program Files\Windowsupdate\V4)!!!

Now **open** Internet Explorer and try the Windows Update site again.

If it fails with the **0x800A138F** error again **try Step 9**

Step 9)

Verify that Internet Explorer Is Using 128-Bit Encryption

Internet Explorer High Encryption comes with Internet Explorer 5.5 and above. It provides you with 128-bit encryption, the highest level of protection Microsoft can offer for your Internet communications, *including* credit card use and financial transactions.

There have been some occasions when the Cipher Strength appears as 0 in Internet Explorer. This can occur if the **Schannel.dll**, **Rsaenh.dll**, or **Rsaenh.dll** files are missing, damaged, or of the incorrect version.

To check you have 128-Bit:

In **Internet Explorer**, on the **Help** menu, click **About Internet Explorer**

The level of encryption on your computer appears next to the words **Cipher Strength**. Verify that the Cipher Strength value appears as **128-bit**

If it does then close the window. If it shows 0-Bit then you are going to have to repair the damaged files...

Please read:

How to Reinstall or Repair Internet Explorer and Outlook Express in Windows XP [Click Here](#)

Now **open** Internet Explorer and try the Windows Update site again.

Marc,

Thanks so much for your help. I've been waiting over a week to hear from Microsoft and **you** fixed me up on Step 9. I never made the connection that Windows Update started failing after I updated to IE5.5 SP2... never saw an error or anything but the IE5.5 Help -> About Cipher was indeed set to **0-bit**. I updated to IE6 SP1 (seemed like the easiest way) and BINGO!, Update is working like a champ.

Definitely a superior site.

Thanks again,

Don, USA (Windows 98SE User)

If it fails with the **0x800A138F** error again **try Step 10**

Step 10)

Verify that Internet Explorer Proxy Settings

If YOU are using a Proxy Server to access your Internet content, or even if you are not sure.

Do this:

Open Internet Explorer

Click on **Tools** menu

Click on **Internet Options**

Click on the **Connections** tab and click the LAN settings button

Click Advanced and make sure there is a tick in the box next to:

"Use proxy server for all protocols."

Click **OK** and **close** Internet Explorer

Now **open** Internet Explorer and try the Windows Update site again.

If it fails with the **0x800A138F** error again **try Step 11**

Tip:

Also, if you are using some software called **SPYBLOCKER**, disable it and try windows update again..

AOL users Tip:

If you use **AOL**. Try minimising the AOL browser (once connected) and then open Internet Explorer and visit Windows Update!

Tip:

Hi Marc,

Well done. What you have posted has certainly been needed, a clear and concise guide to what could be causing the problem and *understandable* by beginners.

I had already got my system sorted by **removing** a248.e.akamai.net from the Hosts file via **Spyblocker** but it became obvious there was a lot more going on than *simply* that and you have done a great job in covering everything else.

Thank you,

Reg (UK)

Tip:

Marc,

I have **Norton System Works** and I went into that program to delete my cookies, all of them like you said in your instructions. I then went to the Update website and it prompted my to download a security warning and then it scanned my system and gave me my updates to chose from.....

It's finally fixed.

Thank you for your help.

Renee (USA)

Tip:

Thanks Marc,

That did the trick... I deleted the security certificate as you suggested and visited the address you gave me. It asked if I wanted to accept the certificate and I said yes. I then restarted Internet Explorer and Windows Update worked!

I have been pulling my hair out for 2 weeks trying to solve this.

Thank you for your patience with me.

Davina (USA)

Step 11) New!

Check The Hosts File...

There is a small file on your machine that MAY be causing you a problem...

Lets check it out:

Go To The **Hosts** File: :

C:\WINDOWS\SYSTEM32\DRIVERS\etc (Windows XP)
C:\WINNT\SYSTEM32\DRIVERS\etc (Windows 2000)
C:\Windows\Hosts (Windows 98)

Use **Notepad** to view contents of the Hosts file.

(The Hosts file is a editable using notepad)

The lines at the beginning with **#** in the first column - **IGNORE**

If there are ANY entries in there that refer to **Microsoft** or to **Akamai** **DELETE** them!

Now close notepad accepting the changes.

Now **open** Internet Explorer and try the Windows Update site again.

If it fails with the **0x800A138F** error again **try Step 12**

Dear Marc,

Thanks for the solution! It was the **hosts file** - I used to use Spyblocker, but removed it several weeks ago...

Thanks, John (UK)

READ THIS Side Note:

This email demonstrates an **IMPORTANT** point...

Many of the current "Anti Spy" and "Ad-Aware" software CAN update your hosts file and BLOCK access to the Windows Update site. This is because Microsoft are now using servers at Akamai for load balancing of the service. However, Akamai servers have also been known to host the services of companies that "Anti Spy" software seeks to block. So we have a problem now Microsoft are using Akamai....!

ALSO at least one of these software programs will add the Akamai URL to the Restricted Sites in

Internet Explorer - so this may be a problem too...

So delete any references to Akamai there also:

Open **Internet Explorer**, on the **Tools** menu, click **Internet Options**, and then click the **Security** tab.

Click **Restricted sites**, Now click the **Sites** button.

REMOVE any URL's that have **akamai** in the address.

Step 12) New!

??? An Un-related Internet Explorer 6 Issue...

Internet Explorer 6 (and 6 SP1) has been known to suffer from an issue where a new windows will not open.

I have now seen TWO reports where this has **fixed** the Windows Update issue, (sadly I do not know the error message in the windows update log), and so offer it here:

Click **Start menu**, and then click the **Run** icon.

In the small box that **Opens**, type the three letters: **cmd** then click the **OK** button.

In the command prompt window that just opened (a black background and white text), type the following commands, pressing the **ENTER** key on your keyboard after each line:

regsvr32 urlmon.dll

regsvr32 shdocvw.dll

regsvr32 msjava.dll

regsvr32 mshtml.dll

regsvr32 browseui.dll

(Some of you may not have this one... That's OK)

Now type the word: **exit** and the window will close.

Now Reboot and try and Microsoft Windows Update again....

If it fails with the **0x800A138F** error again **try Step 13**

Step 13) **New!**

Delete The Akamai Certificate...

There is a possibility of the Akamai security certificate **causing problems**.

Follow this:

Start **Internet Explorer**.

On the **Tools** menu, click **Internet Options**, and then click the **Contents** tab.

Click **Certificates**, click the **Other People** tab.

Click on the certificate called **a248.e.akamai.net**, click the **remove** button. **(If not there then this is not your problem - close all windows.)**

Click **OK** when you are prompted to confirm the deletion.

Now **Close** the open **windows** and **Internet Explorer**.

Start **Internet Explorer** and paste the following into the address:

<https://v4.windowsupdate.microsoft.com/getmanifest.asp>

When the Security Warning window appears click View Certificate.

On the the **General** tab, click Install Certificate

Click **Next** when the wizard window appears, keep the default setting ticked "Automatically...."

Click **Next**, Click **Finish**.

Close the open windows, accept the **Security Alert** that is still displayed by clicking **Yes**

Close **Internet Explorer**

Start **Internet Explorer** and try the Windows Update Site again.

If it fails with the **0x800A138F** error again **try Step 14**

Well **Step 14** is the one that **fixed** it for me!

I has so many emails about the error message that I decided to see if I could "Break" windows Update on one of my machines and then "Fix" it....

On a brand new build of Windows XP Professional SP1 I visited the Windows Update site for the first time - via Internet Explorer > Tools > Windows Update.

I got the message about the Windows Update control and ALL was fine! No problems with Windows Update at all... I was upset! I wanted it not to work, so how to break it.

Well many posts in the various newsgroups mention that their Windows Update log files have been containing error messages referencing "**akamai.net**"

So i decided to point my browser at the secure site:

<https://V4.Windowsupdate.microsoft.com>

and not the default:

<http://V4.Windowsupdate.microsoft.com>

that I was always being taken too....

THAT DID IT!

Error **0x800A138F** on the first try..

My Windows Update log showed the entry:

Error IUENGINE Querying software update catalog from https://a248.e.akamai.net/v4.windowsupdate.microsoft.com/getmanifest.asp (Error 0x800C0008)

Now **ALL** I had to do was fix it :-)

Well I tried ALL the step above and NOTHING worked!!! Not a single step!

So I then thought about the [cryptographic service](#) error issue that I have previously written about in

another article. So I ran the batch file I had made for that and I was **FIXED...!!!**

So, you could try:

Click **Start menu**, and then click the **Run** icon.

In the small box that **Opens**, type the three letters: **cmd** then click the **OK** button.

In the command prompt window that just opened (a black background and white text), type the following commands, pressing the **ENTER** key on your keyboard after each line:

```
net start cryptsvc
regsvr32 softpub.dll
regsvr32 wintrust.dll
regsvr32 initpki.dll
regsvr32 dssenh.dll
regsvr32 rsaenh.dll
regsvr32 gpkcsp.dll
regsvr32 sccbase.dll
regsvr32 slbcsp.dll
regsvr32 cryptdlg.dll
```

Now type the word: **exit** and the window will close.

Now Reboot and try and Microsoft Windows Update again....

NB - If you just can not face **typing** all that in the command line, simply download this [batch file](#) I have made and run it on your machine... It will do the typing for YOU!

IMPORTANT: This article will cure the **0x800A138F** problem for *many* of you. If YOU tried something else that worked - email me the fix and I will post here on this page... [Contact Me](#)

Below are some suggestions form site visitors!

You *may* also find these error codes useful - for future reference, **especially** when trying to figure out error messages in the **Windows Update log!** (They are only given here as a guide to general problems and will require *further research* on your part to resolve the particular problem you may be having.)

Hexadecimal error number	Description

0x800C0002, 0x800401E4 and 0x80072EE5	The address of this site is not valid. Check the address and try again.
0x800C0003	Cannot start an Internet session.
0x800C0004 and 0x80072EFD	Cannot connect to the Internet server.
0x800C0005	Cannot locate the Internet server or proxy server.
0x800C0006 and 0x80072EFC	The site reports that the item you requested could not be found. (HTTP/1.0 404)
0x800C0007	The Internet site reports that a connection was established but the data is not available.
0x800C0008	Cannot download the information you requested. (This is an incorrect date on your PC or a server certificate revocation!)
0x800C0009	The item you requested requires proper authentication. (HTTP/1.0 401)
0x800C000A	The Internet site cannot return the object you requested. (HTTP/1.0 403)
0x800C000B and 0x80072EE2	The connection to this Internet site took longer than the allotted time.
0x800C000C	The site reports that the request is not valid.
0x800C000D and 0x80072EE8	The required Internet protocol is not installed on your computer, or the Internet address you requested may not be valid.
0x800C000E	A security problem has occurred.
0x800C000F and 0x800401EA	Cannot open the specified file.
0x800C0010	Cannot start the program needed to open this file.
0x800401E6 and 0x80040154	No program is registered to open this file.
0x80004004	The hyperlink cannot be followed to the destination.
0x801901F8	The transfer request timed out while waiting for a gateway. Resume the job at a later time. (HTTP Error 504)

0x801901F7	The service is temporarily overloaded and cannot process the request. Resume the job at a later time. (HTTP Error 503)
0x80190190	<p>Proxy Error: Host name not recognized or host not found (HTTP Error 400) Download this patch, install, reboot and try again. Q823718</p> <p>If that fails: Open regedit and go to the following key. HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion</p> <p>Now look in the right pane and see if there is a sub-key there named "VersionNumber" If the "VersionNumber" sub-key exists, delete it.</p>
0x80190194	The requested URL does not exist on the server. (HTTP Error 404)
0xC00CE55F	<p>"System cryptography: Use FIPS compliant algorithms for encryption" service is enabled! DISABLE IT NOW!</p> <p>[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa] "fipsalgorithmpolicy"=dword:00000001</p> <p>switch it off with:</p> <p>"fipsalgorithmpolicy"=dword:00000000</p> <p>(For Windows 2003 and XP only... Windows 2000 does not fully support FIPS and so does not have this key.)</p>

So in closing it seems that the configuration changes that have been made to the windows update service recently:

The client request used to be: (taken from Windows Update log file)

Querying software update catalog from <https://v4.windowsupdate.microsoft.com/getmanifest.asp>

Now it is:

Querying software update catalog from <https://a248.e.akamai.net/v4.windowsupdate.microsoft.com/getmanifest.asp>

(Akamai now provides "front end" load balancing for many of Microsoft's servers, plus they handle most of their streaming video services too...)

This does seem to **Actually** prevent the transfer of the update files you need, if those computers are "behind" **some** types of routers, firewalls or proxy servers too..... as well as the issue with hosts files mentioned in Step 11.

Microsoft are actively looking at this issue! BUT there is no quick fix available. If the suggestions on this page do not help, check with your vendors/IT support about updating any router firmware or firewall software. **But this may not be practicable!**

You can MANUALLY download any updates you need by visiting: [Manual Update](#)

Then click **Find updates for Microsoft Windows operating systems**

Select your **Operating System**

Select the **patches**

Download your selections...

NB - For more experienced Windows XP users you may consider using the free **HFNetChk** tool to manually inspect your PC and then get a list of updates you are missing! (as well as all that are correctly installed.)

You can then use the [Manual Update](#) to get the patches you need... More on the **HFNetChk** tool in this [article](#).

On a **separate issue**, that caused problems for **MANY** AOL and RoadRunner (Time Warner) customers using their Dial Up and Cable services. It turns out that for several days these ISP's had been doing some work on the "routing tables" (used to access websites...) and this had hit millions of users!

However, an unnamed Microsoft source says that it was due to AOL removing access to an important link to the internet, which then caused a bottle neck and so many of you could not access many of the Microsoft sites including Update and Hotmail services....

Who to believe???

What is a little worrying is that AOL describe their resolution to this issue as a **TEMPORARY** one... Does this mean there are going to be more outages soon.....?

6th September 2003 - This fix came in from a Windows 98SE user:

Dear Marc

Like thousands of others, I also was unable to use Windows Update. Reading your article didn't solve the problem directly, but gave me enough hints to FIX THE PROBLEM !! Thanks...

Here's what I found and how I did it. The PC in question is running Windows 98SE, and was last successfully updated on 8/2/03. Your article suggested checking the file Windows Update.log, which I did, and I noticed that files referenced there start with "iu", e.g. iuengine. A quick search turned up the file "iuident.txt" in the "c:\program files\windowsupdate\V4" folder. This file is also in the file "iuident.cab".

However, there was another copy of "iuident.cab". in the folder "c:\program files\windowsupdate\V4\temp", and an inspection of the "iuident.txt" file in it revealed that it was a newer version than the other one. This newer copy referenced

```
[IUControl]
ControlVer=5.4.3790.14
ControlVerAnsi=5.3.3790.13
```

and also included

```
[IUServerURLs]
ServerCount=2
Server1="http://v4.windowsupdate.microsoft.com/"
Server2="http://a248.e.akamai.net/
```

Both of these items were mentioned in your article, which helped me ID the solution - simply replacing the original version of "iident.txt" dated 01/29/03 with the newer one dated 08/28/03, as well as replacing the older version of "iident.cab" in "c:\program files\windowsupdate\V4" with the newer one in "c:\program files\windowsupdate\V4\temp". After doing that, Windows Update flew by without a hitch. I hope this bit of info can be of help to you and your readers.

Regards

Doug (USA)

Another user emailed me:

From: Bruce
Sent: 17 October 2003 08:20
To: marc
Subject: suggestion for Microsoft update 0x800A138F error

I found that clearing the akamai references from the hosts file (step 11) did solve my problem temporarily, but the next time I restarted the computer or Spyware blocker (Spyblocker) it reset the hosts causing the problem anew. I found it just as effective, easier, and protected my system better if I deactivated Spyblocker just before performing an update and restarting it when complete. It does not allow completely unattended updates, but has its advantages.

Thanks again for the help.

Bruce

From a W2K user:

From: - EStaticD
Sent: 07 October 2003 19:06
To: marc
Subject: *A138F error when trying to update via windows update

Found a fix that is not on your site. It was listed on google a few results below yours.

If you receive the subject error while visiting Windows Update:

01. Start / Run / regsvr32 iuctl.dll /u / OK to un-register the library.
02. Use Start / Search to search for Files and Folders. Type iuengine.dll, iuctl.dll into the file search box.
03. Delete all occurrences of these two files, deleting the ones in %SystemRoot%\System32 last.
04. Re-visit Windows Update.

BTW: Nice site!

Regards,
Wayne

And another! (0x80070057)

From: **Hans Juergen Lenzen** (Germany)
Sent: 14 October 2003 13:53
To: marc
Subject: New fix for 0x800A138F / 0x80070057 found

Hello,

We had a problem with windows update (0x800A138F) and in .log there was the error 0x80070057 ("falscher Parameter" / "wrong parameter". None of your ways caused any reaction and helped anyway. It took us 5 month to find the reason.

Today found out, what the problem was: the printer drivers of our new OKI printers C5300 and 4200 have a DriverDate in the registry that causes the "wrong parameter" error. I just changed the date (reg_binary) to 00 00 00 00 00 00 00 00 and our windows update works perfectly.

I found the drivers (2 or three) in

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-3\OKIxxx (search for PS5UI.DLL).

I did not notice any problems putting all to zero, perhaps when I will install an update for the drivers there may be some trouble - but I do not think so.

I found the same drivers in ...\\version-2\\OKIxxx, but there the date was already set to zero.

I hope this will help you to make your information more complete.

Thanks for making that page - it is very good although it did not help me!

Greetings
Hans Juergen Lenzen

Reply email:

Hi,

something more:

the issue occurs only with the old (beginning 2003) OKI postscript driver. If you install the new driver downloaded from OKI website, there is no more problem.

I do not know if I told you: Win XP has the same problem and you can solve it the same way.

Greetings
Hans Juergen Lenzen

From Updatexp.com:

Yes, this is a known error! **ALL** The driver dates should be in this format:

eg: xx/xx/xxxx reg sz

and not

reg binary. eg: 00 10 00 01 11 01

Intsall the **latest drivers** on your machine and this should resolve the problem. If you just try and uninstall the printer it will leave behind the data in the registry and you will still have the problem!

This **0x80070057** error is very common with old OKI printer drivers.

But it can **also** occur:

a) If you have a **Lynx** device (mainly audio cards) there may also be an issue with the way the date has been written to the registry key.

1. Click on Start, Run and type "REGEDIT" (w/o the quotes). The Registry Editor will open.

WARNING

Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

2. Navigate to the following key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class\
{4D36E96C-E325-11CE-BFC1-08002BE10318}\0020
```

3. change date from August 16, 2000 **to** 8/16/2000

This should resolve the problem!

b) If you are using **NetOp** Software on your PC. This appears to be an issue with the Netop entering a driver entry into the enum\root\unknown key in the registry.

```
[HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001\Control\Class\
{63C35530-D3DF-11D3-8F5D-0060B0A3612B}\0000]
"ProviderName"="Danware Data A/S"
"DriverDesc"="NetOp Driver 3 ver. 7.00 (2002014)"
"DriverDate"="Jan 14 2002"
"DriverVer"="7.00 (2002014)"
"MatchingDeviceId"="danware_netop_driver3"
```

Both the DriverDate and DriverVer are not formatted properly!

Visit <http://www.netop.com/tech/download/fix/fixwinup.exe> and run this executable If you are running the Netop software and getting this error.

Some more recent emails to my site:

From Sweden:

From: Ove Hagerbo
Sent: 10 October 2003 08:28
To: marc
Subject: SV: Installing the KB828750

Marc,

The 0x800A138F problem was solved by removing the affected user from the Control Panel; Users and Passwords and then adding the name back again.

Rgds
Ove

From the USA:

From: Johnny
Sent: 20 October 2003 14:53
To: marc
Subject: New fix for - Windows Update Failure - Error Code 0x800A138F

I was about half way through your great tutorial on fixing the problem, when I remembered that I had just installed AOL 9.0 optimized on my computer a day or two ago. I am on a university network and I don't even use AOL.

I put in on my computer so my family can use it when they come to visit. Nothing had worked so far, so I tried removing AOL 9.0 and then windows update worked great. I have no idea what AOL 9.0 does but it is definitely what was causing my windows update not to work.

Hopefully this might help someone. Thanks for the webpage.

Johnny

From France:

From: David
Sent: 1st November 2003 19:07

To: marc
Subject: Code 0x800A138F

Thanks for your page.

I got Windows Update working again by re installing IE6 SP1 and the Active X control's.

David

From Belgium:

I had tried all the suggestions from www.updatexp.com/0x800A138F.html that I had not already thought of myself and it still didn't work. With nothing left to lose I went back to one of my secure sites, got the usual "Unable to display page" error.

Out of total frustration I selected the "Detect network settings" option and much to my surprise my PC went off and thought about things for 30-45 seconds.

After that the page came up!

**29th December 2003
From the USA**

Just want to thank you for your Windows Update Fails 0x800A138F fixes. Step #10 did it.

Since I was running a peer to peer network using Wingate for Internet Connection Sharing and my Windows 98 machines were working fine (only my Windows XP machines weren't working) step #10 seem the logical culprit and low and behold it fixed it.

Thanks again.

Frank

31st December 2003
From the Netherlands

Hi, thanks for your splendid page! I had this 0x800A138F problem on a Windows Server 2003 system. (The Windows Update log listed error **0x800C0008**.)

I tried lots of solutions found on your site and on <http://v4.windowsupdate.microsoft.com/troubleshoot/> until I found that the ONLY solution that worked for me was disabling the server certificate revocation - your step 4.

Happy New Year!

Joep

31st December 2003
From the USA

Thank you for this site, you have solved my windows update problem as well as a problem I had in not being able to get to mail.yahoo.com for the past 3 MONTHS. In my case the issue was the hosts file. I removed all references to akamai, windowsupdate, and yahoo.com, and now everything works just fine. If this problem ever repeats itself with a different site I'll know where to look now.

Thanks again,

Paul B.

6th January 2004
From the USA

Dear Sir,

I have been troubleshooting my computer for 6 days straight now, trying to get rid of this error code. But on top of not being able to update windows, I was unable to sign into MSN Explorer, Instant Messenger, Hotmail...purchase items online via "Secure Check-Out" etc...I begin to think it was my SSL, and tried to purchase another one, but first I contacted 3 different online tech. support

sites, they all offered good advice, but none solved my problem. I even explored every single tip on your web page, still nothing. I even contacted 2 network exchange administrators, still nothing. So six days later, I found the problem....a file (driver) for my modem somehow got deleted. I uninstalled the modem, re-installed it, and everything worked. Thanks for your help, (and useful batch)

Alonzo

6th January 2004
From the USA

Marc:

Thanks for keeping this website up. For the last three weeks, I have had the 0x800A138F problem. I tried every single one of your fixes on this site. None worked.

Win update log initially showed the problem to be 0x80072EFD. One of the fixes merely switched the win update log problem from 0x80072EFD to 0x800C0005. Both are listed as unable to connect to servers.

On top of all this, I was not able to connect to any secure servers on any website anywhere. To top it off, my Norton Personal Firewall was disabled without allowing me access to enable it. I noticed that you occasionally respond to the Microsoft community newsgroups. I communicated several times with the newsgroups asking for help on this under the nomer RP. None of the offered solutions worked.

Last night, I managed to fix it completely. How? By trying to remedy my Norton Firewall problem, I fixed all the above problems. I performed a COMPLETE (NOT BASIC) CLEAN BOOT of Windows XP, restarted, reset setting to Normal start-up, restarted, and WALA! all my problems were fixed. Hope this helps others and you too.

Thanks for your website and work.

Rolly

6th January 2004
From the USA

Hi!

Great site!!!

Better than anything i've found before on the windowsupdate issue! You've got much more solutions than i've ever heard of and finally I got a solution for my Problem, had Error 0x80070057 as well as Error 0xC00CE55F and it could be solved by changing driver times of **all** drivers in
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-3 and then windowsupdate worked again!

THX!!
Marcus

12th January 2004
From the USA

Thanks for the help.

I've had this issue arise on a number of Windows 2003 Servers. Item #4 worked for me: Unselect "Check for server certificate revocation". I also found that going to the secure "<https://v4.Windowsupdate.microsoft.com>" site worked.

Unfortunately, as soon as I re-enabled "Check for server certificate revocation" and went to the unsecured site I got the 0x800A138F error again. Unsatisfied, I continued down your list and found that #12 permanently solved the issue on all of the servers. I didn't even have to reboot.

Thanks again!
Carey

14th January 2004
From the USA

Hi Marc,

Awsome info mate.. I had the error 0x800A138F appear and after I deleted the Temp Internet Folder the problem was fixed , however in viewing the Log file there was an error for **0x80070002** "License checking " and this search was fruitless..

Great work & thank you
Regards

Thomas

15th January 2004
From the USA

I got consistent 0x800A138F errors in 98SE. I found your page (**number one** for 0x800A138F in Google) and opened c:\windows\windows update.log.

I noticed it was a large file, which windows opened in WordPad, and that the last entry was a successful check for the update program. I got the error after this stage and it was not recorded.

I tried clearing the contents of the log file and saving it, and this enabled Windows update to work, and write a log. Unfortunately I did not check the size of the log file, or try just removing a part of it, but it seems likely it had reached a size limit and prevented windows update from working.

Thanks.

Roger. H.

15th January 2004
From the USA

Marc

The Windows Update error 0x800A138F happened to me recently, with error 0x800C0008 in the update log. I tried everything on your excellent web page on the subject without success.

Finally, I decided to have a look at my hosts file, which is managed by Tweakmaster, a "DNS accelerator". I have never had this problem, with Tweakmaster running for years, but since I had nothing to lose, I deleted two references (with IP addresses) to windowsupdate and shut down Tweakmaster for good measure. Suddenly, Windows update worked again!

I have no idea why this happened now, and it doesn't correlate exactly to anything on your page, although the hosts material hints at it, so I thought that you'd like to know about it.

Maarten

16th January 2004
From the USA

Hello Chris,

The issue that you are facing could be because of the "System cryptography: Use FIPS compliant algorithms for encryption" service is enabled.

We need to follow these steps to disable this policy

1. Click on Start and then Run
2. Type "**secpol.msc**" and click OK
3. Double-click Local Policies, and then click Security Options
4. Locate "System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing". Right click on it and select "Properties"
5. Select "Disabled" and click on Apply and then click OK. Close the window
6. Restart your computer

Now access the Windows Update site and check whether the issue is resolved.

If you find this step difficult to follow then, I am providing you an alternate steps to disable "System cryptography: Use FIPS compliant algorithms for encryption". We will modify a registry key to resolve this issue.

WARNING

Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved by reinstalling the operating system.

1. Click Start, and then click Run.
2. In the Run dialog box, type "regedit" (without the quotation marks), and then press ENTER.
3. In Registry Editor, Locate\Navigate the following key
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa
4. Check the "fipsalgorithmpolicy" value. It should be set to "0".
5. If the value is set to "1", double click on "fipsalgorithmpolicy" and change the value to "0".
6. Exit the registry editor and restart your computer.

I hope this article on Windows Update Error 0x800A138F was useful?

Have you signed up for my popular **Windows XP Newsletter?**

Can **YOU** Imagine Receiving **FREE** Training & Advice From An *Award Winning* Windows XP Expert?

No Cost!

No SPAM!

No Obligation!

No Commitment!

[Find out more about the exclusive Newsletter...](#)

...see for yourself for **FREE**

Article Feedback?

[Contact Me](#)

Enjoy the rest of site and remember if you have a query about this site or a comment to make then drop me a line at the [Contact Page](#)

Kind Regards



Marc Liron - [Bio](#)

Microsoft Digital Media MVP

Your Guide to using Windows XP

A Unique Windows XP Newsletter? [Sign Up Now!](#)

- **Make sure you get your FREE tips and advice...**

Spy Sweeper - The 30 Day FREE Trial

"Don't get caught by harmful spyware!"

Too many folk think that just having a firewall and antivirus software is enough...sadly they are wrong!

Get YOUR free fully functional 30 day trial here:

<http://www.1updatexp.com/sstrial.exe>

The views on this website are my own and NOT that of Microsoft!

I am not responsible for the content of any sites linked to.

ALL Trademarks are freely acknowledged

ALL information is provided "As Is"

This page was last updated 3rd May 2004

[Home Page](#) | [Privacy Policy](#) | [About Me](#) | [Contact Me](#)

An Article On how to resolve error 0x800A138F