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You cannot install updates from Windows Update, Microsoft Update, or by using Automatic Update after a repair install of Windows XP or after you install Windows XP SP3 immediately after a clean install of Windows XP SP2

View products that this article applies to.

System Tip

This article applies to a different version of Windows than the one you are using. Content in this article may not be relevant to you. [Visit the Windows 7 Solution Center](#)

To continue receiving security updates for Windows, make sure you're running Windows XP with Service Pack 3 (SP3). For more information, refer to this Microsoft web page: [Support is ending for some versions of Windows](#)

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SYMPTOMS

When you try to install Windows updates from the Windows Update Web site, the Microsoft Update Web site, or by using Automatic Update, you receive a message that the update is not installed successfully. Additionally, the update is not displayed in the update history.

You may experience this issue in the following scenarios:

Scenario 1

You try to install updates after repair a Windows XP installation by using the Windows XP CD.

Scenario 2

You perform the following operations before you try to install Windows updates:

1. You perform a new installation of Windows XP Service Pack 2 (SP2).
2. You visit the Windows Update Web site, or the Microsoft Update Web site.

Note When you visit the update Web site, the latest version of Windows Update software will be installed in your computer.

3. You install Windows XP Service Pack (SP3) without a restart.
4. You try to install Windows updates after the install of Windows XP SP3.

If you are experiencing other Windows Update related issues, see the "More Information" section to find appropriate solutions.

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CAUSE

This issue occurs because the Wups2.dll file that is included in the latest version of Windows Update is not installed correctly.

For scenario 1, the registry entries that correspond to the Wups2.dll file are missing after the repair install of Windows XP. The release version of Windows XP does not contain the Windows Update software.

For scenario 2, the registry entries that correspond to Windows Update are changed back to the Windows XP SP2 version if you did not restart the computer before you install Windows XP SP3. The registry entries for the Wups2.dll file are changed to pointing to the Wups.dll file that is included in the release version of Windows XP SP2.

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RESOLUTION

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

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Method 1: Download and install the Windows Update Agent

Other Resources

Other Support Sites

Community

Get Help Now

Microsoft Answer Desk

Want expert Windows® support?

Minimize your downtime with help from a knowledgeable Microsoft® Answer Tech.



Alex Klein
★★★★★
451 cases

Chat Now



Ramon Nunez
★★★★★
809 cases

Chat Now

Browse more Microsoft Answer Techs



Find the perfect PC with PC Scout

Shop PC's

Windows XP

End of Support

834 days

Article Translations

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The following files are available for download from the Microsoft Download Center:

For an x86-based computer



[Download the windowsupdateagent30-x86.exe package now.](#)

For an x64-based computer



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For an Itanium-based computer



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For more information about how to download the latest version of Windows Update Agent, click the following article number to view the article in the Microsoft Knowledge Base:

[949104](#) How to obtain the latest version of the Windows Update Agent to help manage updates on a computer



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Method 2: Register the Wups2.dll file

To have us register the Wups2.dll file in Windows for you, go to the "Fix it for me" section. If you prefer to fix this problem yourself, go to the "Let me fix it myself" section.

Fix it for me

To fix this problem automatically, click the **Fix it** button or link. Click **Run** in the **File Download** dialog box, and follow the steps in the Fix it wizard.



Fix this problem

Microsoft Fix it 50597

Notes

- This wizard may be in English only. However, the automatic fix also works for other language versions of Windows.
- If you are not on the computer that has the problem, save the Fix it solution to a flash drive or a CD and then run it on the computer that has the problem.

Then, go to the "Did this fix the problem?" section.

Let me fix it myself

[Click here to view or hide how to register the Wups2.dll file](#)

Did this fix the problem?

- Check whether the problem is fixed. If the problem is fixed, you are finished with this section. If the problem is not fixed, you can [contact support](#).
- We would appreciate your feedback. To provide feedback or to report any issues with this solution, please leave a comment on the "Fix it for me" blog or send us an [email](#).

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MORE INFORMATION

Other Microsoft Knowledge Base articles that may help you resolve your Windows Update problem:

[Click here to view or hide detailed information](#)

For more information about how to troubleshoot Windows Update issues, click the following article numbers to view the articles in the Microsoft Knowledge Base:

[Click here to view or hide detailed information](#)

Click the following links to find more options if this article cannot resolve your problem:

- [Windows Update Troubleshooter](#)
- [Use Microsoft Answers to find solutions](#)
- [Online Assisted Support Options](#)

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- [Wuforce](#)
- [Wups2.dll](#)



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- [Windows XP Professional x64 Edition](#)
- [Windows XP Media Center Edition 2005](#)

APPLIES TO

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