



## 0x80072EFD error

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### Finding a solution for the 0x80072EFD error

[For new XP users  
and beyond!  
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This is a fairly common Windows Update error and hopefully this article will help you resolve the problems you are having.

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### What causes Error 0x80072EFD

This error may occur when access to the Windows Update site is blocked because one or more of the following conditions is true:

# A firewall on your computer or local network is interfering with your connection to the Windows Update site.

# The Windows Update Web site is mapped to a specific IP address in the HOSTS file on your computer. Microsoft does not recommend the use of entries for the Windows Update Web site in the HOSTS file because the IP addresses for the site can change. **NB:** This issue has been reported with Internet enhancement programs (such as TweakMASTER DNS) that can add entries to your HOSTS file without your knowledge.

# The MTU setting on your router is too high/low.

# Proxy server settings are interfering with your connection to the Windows Update site.

# Norton Internet Security 2003 may be blocking access.

**To try and resolve the error 0x80072EFD, use the following tips... After each tip test to determine whether the issue is resolved.**

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### Resolution Suggestion One:

#### # Test your Internet connection to Windows Update.

A simple solution but one that works in many circumstances!

Test to determine if your Internet connection is preventing you from reaching the Windows Update Web site. To do this, visit the following Microsoft Windows Update Web site to determine if you can download the Iuident.cab file:

<http://windowsupdate.microsoft.com/v4/iuident.cab>

If a file download dialog box appears, the problem is not with your Internet connection. Click Cancel. If you cannot connect to this link, and you receive a "Page Cannot Be Displayed" error message, your Internet connection is preventing you from reaching the Windows Update site.

[C00D11CD](#)

[0x800A138F](#)

[0x8007007E](#)

[800C0008](#)

[0x800B0004](#)

[wmpdxm-dll](#)

[wmp-dll](#)

[rstrui entry point](#)

### Resolution Suggestion Two:

#### # Reconfigure or update your firewall program.

Reconfigure or update your firewall program so that Windows Update is not blocked, and then try to update your computer again by using Windows Update. For information about how to reconfigure or update your firewall program, see the documentation that was included with the program, view the Help files for your program, or contact the manufacturer's technical support department.

e.g It may mean Opening TCP/IP 443 in both directions for this process: %windir%\system32\svchost.exe

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### Resolution Suggestion Three:

#### # Remove Windows Update entries from the HOSTS file.

#### Website Feed:

To remove Windows Update entries from the HOSTS file, follow these steps:

[XML RSS Feed](#)

- Click Start, point to All Programs, point to Accessories, and then click Notepad
- On the File menu, click Open.
- In the Files of type box, click All Files.
- In the Look in box, locate the following folder:

C:\Winnt\system32\drivers\etc\

- Double-click to open the hosts file.
- Remove any lines that contain entries for Windows Update (http://v4.windowsupdate.microsoft.com).
- On the File menu, click Save.

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

-Close Notepad.

I have seen the Ox80072EFD error resolved by this tip many times...

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#### Resolution Suggestion Four:

##### # Run the IPCONFIG /FLUSHDNS command.

To run the ipconfig /flushdns command, follow these steps:

- Click Start, and then click Run.
- In the Open box, type cmd, and the click OK.
- At the command prompt, type the following command, and then press ENTER:

`ipconfig /flushdns`

Close the command window.

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#### Resolution Suggestion Five:

##### # Add Windows Update addresses to the trusted sites list.

To add Windows Update addresses to the trusted sites list, follow these steps:

- Open Microsoft Internet Explorer.
- Click Tools, and then click Internet Options.
- Click the Security tab, and then click Trusted Sites.
- Click Sites, and then click to clear the Require server verification (https:) for all sites in this zone check box.
- In the Add this Web site to the zone box, type each of the following addresses, and click Add after each address:  
`http://Windowsupdate.microsoft.com`  
`http://V4.Windowsupdate.microsoft.com`  
`https://v4.Windowsupdate.microsoft.com`  
`http://Download.Windowsupdate.com`  
`http://V5.Windowsupdate.microsoft.com` `https://v5.Windowsupdate.microsoft.com`
- Click OK to close all Internet Options windows.

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#### Resolution Suggestion Six:

##### # Add Windows Update addresses to the proxy settings exceptions list.

If your Internet connection uses a proxy server, add the Windows Update sites to the proxy settings exceptions in Internet Settings. To do this, follow these steps:

- Open Internet Explorer.
- Click Tools, and then click Internet Options.
- Click the Connections tab, and then click LAN Settings.

-Click Advanced, and then type the following text in the Exceptions text box (all in one line):

[windowsupdate.microsoft.com](http://windowsupdate.microsoft.com); [v4.windowsupdate.microsoft.com](http://v4.windowsupdate.microsoft.com);  
[download.windowsupdate.com](http://download.windowsupdate.com)

**Note** If you are running third-party proxy or firewall software, see your product documentation for information about how to add these sites to the exception list for those applications.

Click OK to close all Internet Options windows.

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### Resolution Suggestion Seven:

#### # Change the MTU setting on your router.

Your ISP's MTU for their connection may not be correctly setup on your Broadband router and/or your computer.

Please contact your ISP's support for more assistance on this. However the following articles may be of help:

<http://www.microsoft.com/windowsxp/using/networking/learnmore/ppoe.mspx>

<http://support.microsoft.com/default.aspx?scid=kb;en-us;283165>

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### Resolution Suggestion Eight:

#### # Configure Norton Internet Security 2003.

Norton Internet Security 2003 may be blocking Windows Update. try this:

- Open the Norton Internet Security 2003 Application
- Click on "Norton Internet Security" button located on the left side
- Click on "Personal Firewall" located on center
- Click on "Configure" button on bottom right side
- When dialog box appears, click on "Program Control" tab
- Scroll down and find and click on "Microsoft Generic Host Process for Win32 services"
- Then click on "Modify" button at bottom of scroll box.
- When dialog box appears, click and choose "Permit" button
- Close all boxes and close Norton.
- Reboot your computer.

### Let Me Know!

**NB - I am collecting as many Ox80072EFD error's as possible to improve this article! If you are getting the error please can you tell me:**

- What works for you...
- Did another resolution work for you?

**Please note that I can NOT reply to every email, BUT I will use you information to try and post more solutions here on this site!**

**(Remember to send as much info as possible!)**

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**Kind Regards**

**Marc Liron MVP**

**Windows Digital Media**

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**Charlie - Carmel, Indiana US**

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I have TWO Windows XP websites and BOTH have RSS feeds.

Windows XP - UpdateXP.com:

<http://www.updatexp.com/support-files/updatexp.xml>

Windows XP - Ramblings of an XP Junkie:

<http://www.ramblingsofanxpjunkie.com/ramblings/index.rdf>

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