

## install SP4 failure

**Source:**

[http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.setup\\_upgrade/2004-02/0054.html](http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.setup_upgrade/2004-02/0054.html)

---

**From:** ms (anonymous\_at\_discussions.microsoft.com)

**Date:** 02/05/04

Date: Wed, 4 Feb 2004 22:06:10 -0800

When install windows 2000 sp4.

Error message:The file c:\ntldr is open or in use by another application.

Below is the details of svcpack.txt.

Service Pack started with following command line:

\*\*\*

DoInstallation: CleanPFR failed: 0x2

\*\*\*

IncludeDirectoryIdFromInfSection: No DirId found for: DontRemoveOnUninst.DirId

\*\*\*

FetchSourceURL: SetupOpenInfFile Failed to open file: c:\d21d8f9\i386\update\update.url

\*\*\*

DoInstallation: FetchSourceURL for c:\d21d8f9\i386\update\update.inf Failed

\*\*\*

CreateUninstall = 0,Directory = C:\WINNT\\$\NtServicePackUninstall\$

\*\*\*

BuildCabinetManifest:SetupOpenInfFile failed with error INVALID\_HANDLE\_VALUE

\*\*\*

AnalyzePhaseZero used 0 ticks

\*\*\*

Message displayed to the user: The file c:\ntldr is open or in use by another application.

Close all other applications and then click Retry.

\*\*\*

User Input: CANCEL

\*\*\*

microsoft.public.win2000.setup\_upgrade: install SP4 failure

Message displayed to the user: Are you sure you want to cancel?

\*\*\*

User Input: YES

\*\*\*

AnalyzePhaseOne: used 19000 ticks

\*\*\*

AnalyzeComponents: Cancelled:

\*\*\*

AnalyzeComponents used 19000 ticks

\*\*\*

Downloading 0 files

\*\*\*

bPatchMode = FALSE

\*\*\*

Inventory complete: ReturnStatus=1223, 21985 ticks

\*\*\*

Num Ticks for invent : 21985

\*\*\*

Failed Deleting C:\WINNT\system32\msiinst.tmp 2

\*\*\*

VerifySize: Unable to verify size: Source = NULL: c:\winnt\oem8.cat

\*\*\*

Service Pack 4 Setup canceled.

\*\*\*

Message displayed to the user: Service Pack 4 Setup canceled.

\*\*\*

User Input: OK

\*\*\*