

Problem installing XP service pack 2

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-12/8148.html>

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Date: 12/12/04

Date: 11 Dec 2004 17:56:09 -0800

Hello

I have been trying to install XP service pack 2 this weekend. I turned on automatic updates and it immediately prompted me to install SP2. So I have been attempting to install SP2 from there.

I watched the installation process and everything seems to work fine until it gets to the step that says backing up registry, then the installation stops and simply locks up. Then I have to re-boot to get rid of the installation box because I cannot get the task manager to come up so I can end the installation process.

When I got to add/remove programs after re-booting it says that service pack 2 is already installed?

Question 1: Is there really a problem because it locked up or is it installed as the add/remove programs screen indicates.

Fixes I've tried so far: I've tried to install it about 5 or 6 times. I've tried simply running the update again and just reinstalling the SP2 over the top of the other one. In this case it locks up again after the step "backing up the registry".

I've tried going to add/remove programs and clicking the button that says remove. The machine reboots and I try the installation of it again through the windows update icon in the lower right corner of the screen and same problem occurs.

I looked at Dell's support site and it sent me to a link on microsoft.com that lets me download an .exe file that installs SP2, but this one locks up too. I don't know what point it locks up because I started it running then came back about 20 minutes later to check on it and the same problem as above occurs.

Any suggestions? I've searched the groups postings, some google.com results and microsoft.com and haven't come up with anything that works yet.

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The last thing I can think to do is to go ahead and reinstall XP from my installation discs that came with my computer. In that case, If I do the reinstallation of XP, will I still have all of my files, like MS word, excel and mp3 files?

Thanks for the help.