

## RE: SP2 update hung –did not complete

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-06/msg00970.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-06/msg00970.htm)

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- *From:* nass <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Tue, 12 Jun 2007 14:20:00 -0700
- 

Carl,

Is it better to run when you are fit or when you exhausted?.

The same with the Computer, in safe mode less resources been taken by the system for other applications/programs that run in Normal Mode, that been said.

It is not necessary to accomplish the reset of the steps, but I recommend for better result and be 100% (may be) that nothing will interfere with the new installation of SP2.

You can Now try to download and install the SP2 to your machine and hope for the good or you can continue the reset of the steps.

You can delete this in safe mode if you wish.

HTH.

nass

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"carl43m" wrote:

I removed sp2 as suggested and I tried to delete all sub folders in the software distribution folder. However, one called data store, event cache , and reporting events log—I get a message that they are being used by another program and can't be deleted. any sugestions on my next steps/ Also, why would i have to bbot up in safe mode to run defrag and disk cleanup rather than from a normal startup? Thanks.

Carl

"nass" wrote:

Hi Carl,

Yes delete all this Sub-folders, because this which keep track of what you downloaded.

To log into safe mode Tap F8 on Start Up before getting the Blue welcome screen, a boot up options will show select Safe Mode and perform the defrag there.

RE: SP2 update hung –did not complete

The link is For IT people whom might have lots of Machine in a co-operate environment and instead of running the update on every machine they can use

this to put on Network drive and let the machine Install SP2 from that Server or machine, time saving and resource (internet wise).

Come to why this can happen, if the procedure of downloading SP2 interrupted

or the download damaged or corrupted partially by any means it can show you

that he installation a failure, but still the SP2 can function on your machine, but not to full.

It can happen between you and the server or on your machine, like Power supply not given your machine a clean current, Anti-Virus interfering, a packet corrupted during the download and so on..etc.

/\* It looks like making a birthday cake, the ingredients involve three Eggs, the by dropped one Egg you left with two Eggs, but you still can go a head and make the cake and still edible but for the professional cook, still need Extra Egg or a half an Egg, this an example I may didn't have my breakfast LOL.\*/

So you can download the Professional one on your Desktop then Disconnect from the Internet, turn your Anti-Virus OFF and Firewall and try the installation, you can save the installation folder on a CD for future usage.

HTH.

nass

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"carl43m" wrote:

Ok—I did the remove sp2—that was a bit scary as it kept showing files that were being deleted and saying here are some programs that might not run correctly if deleted —bbut I continued thru the uninstall. Now—I went to windows/software distribution—I just want to be sure before i go farther. Here is the list of folders that was in the software distribution folder:  
Auth Cabs, Data Store, Download, Event cacche, Self update, web setup, Wuredir, and reporting events.log.  
Do you want me to delete all of these?

Also, how do I boot up in the safe mode to run disc cleanup and defrag?

I do have dsl so that will aid with the download of sp2 when I get to it.  
You mentioned a url to download sp2 network Inst pkg for it

RE: SP2 update hung –did not complete

professionals—is  
this something different than just going to windows update  
for the download  
or the microsoft xp home page that shows sp2 for a  
download?

Thanks.

"nass" wrote:

Hi Carl,

Try the following:

Click Start >> Control panel >>

Add/Remove Programs and Remove the  
SP2, as

it failed in the history of your Updates.

Then perform this step and the other steps  
for cleaning I gave to you in the  
other Post:

1.... Open windows explorer and locate these  
paths:

C:\Windows\SoftwareDistribution = Delete  
all Folders in the Right

Pane/Window (like download,updates..etc.)

Then this path:

C:\Windows\Temp\Temporary Internet  
Files\IE.5Content = Delete all here.

Then run Disk CleanUp and Defrag in Safe  
Mode.

Note: If you have a slow Dial Up try to  
avoid the busy Pick time for your  
ISP that can affect your download or try the  
download on another machine that  
has a DSL and download on a CD/DVD.

Windows XP Service Pack 2 Network  
Installation Package for IT Professionals  
and Developers

<http://www.microsoft.com/downloads/details.aspx?FamilyId=049C9DBE-3B8E-4F3>

HTH.

nass

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"carl43m" wrote:

I went to the update history  
as you suggested and I see  
that SP@ is marked as

RE: SP2 update hung –did not complete

failed. Do I just try to  
reinstall it or do I have to do  
the steps outlined  
by Mark Ferguson, ie. if I  
go to add/remove programs  
it shows the name of sp2  
but it does not show  
anything for file size. And  
what about going into the  
windows/software  
distribution folder and  
looking for some numbered  
GUID  
folder to run the reinstall?  
You are talking with a real  
novice here so I  
apologize for not being able  
to relate well to all of the  
suggestions.  
Thanks.  
Carl

"nass" wrote:

"carl43m"  
wrote:

I  
went  
to  
c:\windows\  
but  
there  
was  
no  
folder  
called  
software  
download.

"Mark  
L.  
Ferguson"  
wrote:

RE: SP2 update hung –did not complete

I  
can  
teach  
you  
a  
trick  
that  
might  
make  
it  
easy  
to  
redo  
the  
install.  
First  
locate  
your  
"

C:\Windows\Software  
Download\

folder,  
and  
look  
at  
the  
date  
on  
the  
numbered(GUID)  
folders  
there.  
The  
one  
with  
the  
right  
date  
is  
the  
sp2  
update.  
Go  
to  
..<some  
long  
number>/update/update.exe  
to  
run

RE: SP2 update hung –did not complete

the  
reinstall.  
First,  
of  
course,  
you  
would  
take  
SP2  
out  
with  
Add/remove.

--  
Was  
this  
post  
helpful  
to  
you?  
Then  
click  
the  
"Yes"  
button,  
below.  
Voting  
helps  
others  
who  
use  
the  
web  
interface.  
Mark  
L.  
Ferguson

"carl43m"  
wrote:

When  
I  
tried  
to  
use  
windows  
update  
to

RE: SP2 update hung –did not complete

do  
sp2  
everything  
moved  
along  
to  
about  
80%  
complete.  
The  
dialogue  
box  
showed  
that  
it  
was  
"processing  
cleanup"  
but  
after  
20  
minutes  
the  
progress  
bar  
had  
not  
moved  
at  
all.  
All  
buttons  
on  
the  
update  
box  
were  
greyed  
out  
and  
so  
I  
had  
to  
use  
ctr/alt/delete  
to  
get  
out  
of  
the

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

update  
program.  
I  
did  
a  
restart  
and  
although  
it  
took  
a  
long  
time  
to  
reboot,  
windows  
came  
up  
and  
when  
I  
went  
to  
control  
panel/system,  
it  
showed  
that  
I  
had  
windows  
xp  
sp2.  
When  
I  
go  
into  
the  
tool  
bar  
I  
can  
see  
new  
options  
that  
are  
now  
available  
that  
came

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

along  
with  
sp2.

My  
question:  
Because  
I  
never  
got  
any  
message  
saying  
installation  
complete  
or  
installation  
successful,  
is  
there  
anything  
I  
should  
be  
doing  
to  
make  
sure  
I  
have  
a  
full  
successful  
installation  
for  
sp2?

Did you try  
to see the  
History of  
your  
downloads  
on windows  
updates  
site?.  
Open the  
MS  
Windows  
updates site  
and after the

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

site or  
ActiveX  
performed  
the  
Check click  
on History  
and see if  
the SP2  
labelled as  
Success or  
does it have  
a Red (X)?.  
HTH.  
nass

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