

RE: SP2 update hung –did not complete

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-06/msg01097.htm

- *From:* carl43m <carl43m@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 13 Jun 2007 16:31:02 -0700
-

Bummer! SP2 goes along well till it gets to a point where it says "finishing installation—performing cleanup". This runs for about 40 minutes with no visible signs of progress and then I get a message "sp2 encountered an error—closing installation". I guess I'll just have to live with sp1. I have Norton 360 with its firewall and antivirus as security.

I have a laptop that has XP Home Edition on it and it already includes sp2 in it. I have a CD that came with it that contains the XP Operating system in case it ever needed to be reinstalled. Could I just use it on my desktop and reinstall that system that has sp2 in it or would it not work on the desktop? Or might it mess up my files and programs on the desktop? My desktop is a Dell dimension 2400 and the laptop is a Dell Inspiron 6000.

"nass" wrote:

You can delete this also in safe mode, then run the Update Engine and see if the SP2 in the selections, also there is some updates need to be installed individually.

HTH.

nass

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"carl43m" wrote:

I apologize that I am still not sure what to do next. I understand that I should do the defrag and disk cleanup in safe mode. But what about the 32 sub folders in software distribution and the reporting events.log that will not let me delete them—won't that be a risk to the new installation if I can't get rid of them. Or are you telling me I may be able to delete them in the safe mode as other applications won't be running in safe mode. Thanks for your patience with me.

carl

"nass" wrote:

RE: SP2 update hung –did not complete

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 suggestions
on my next steps/ Also, why
would i have to boot 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

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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

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

RE: SP2 update hung –did not complete

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

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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
professionals—is
this
something
different
than just
going to
windows
update for
the
download
or the
microsoft
xp home

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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=HTH.nass>

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"carl43m"

RE: SP2 update hung –did not complete

wrote:

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

RE: SP2 update hung –did not complete

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

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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:

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

RE: SP2 update hung –did not complete

locae
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
the
reinstall.
First,
of
course,
you
would
take
SP2
out
with
Add/remove.
--
Was
this
post

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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
do
sp2
everything
moved
along
to
about
80%
complete.
The
dialogue
box
showed
that
it
was

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

"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
update
program.
I
did
a
restart
and
although
it
took
a
long
time
to
reboot,
windows

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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
along
with
sp2.

My
question:
Because
I
never
got
any
message
saying
installation
complete
or

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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
site
or
ActiveX
performed
the
Check

RE: SP2 update hung –did not complete

RE: SP2 update hung –did not complete

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

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