

RE: SP2 update hung –did not complete

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-06/msg01132.htm

- *From:* nass <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 14 Jun 2007 01:35:01 –0700
-

No Carl, It will not work try and see if the SP2 is in the Add/Remove Programs, something is forking the installation for some reason. Try to download the Offline SP2 for IT Professional and run the installation from it while disconnected, you can download on your Desktop and this time turn Norton OFF during the installation then turn ON when Finished the Successful SP2 installation.

HTH.

nass

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"carl43m" wrote:

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.

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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:

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.
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"carl43m" wrote:

I removed sp2 as suggested and I tried to delete all sub folders in the

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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 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

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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

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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

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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

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here
are
some
programs
that
might
not
run
correctly
if
deleted
--but
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,

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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

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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
page
that
shows
sp2
for
a
download?

Thanks.

"nass"
wrote:

Hi
Carl,
Try
the
following:

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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

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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

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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?F>
HTH.
nass

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"carl43m"
wrote:

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

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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
of
sp2
but
it
does
not
show
anything
for
file
size.
And
what
about
going
into
the

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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:

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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
locate
your
"

C:\Windows\Software
Download\

folder,
and
look
at
the
date
on
the
numbered(GUID)

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folders
there.
The
one
with
the
right
date
is
the
sp2
update.
Go
to
..<some
long
number>/update/upd
to
run
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

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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
"processing
cleanup"
but
after
20
minutes
the
progress
bar
had
not
moved
at
all.
All
buttons

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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
came
up
and
when
I
went
to
control
panel/system
it
showed
that
I
had
windows
xp

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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
installation
successful,
is
there
anything
I
should
be
doing
to
make
sure
I
have
a
full

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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
click
on
History
and
see
if
the
SP2
labelled
as
Success
or
does
it
have
a

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Red
(X)?
HTH.
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