

Re: XP SP3 install and problems afterwards

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-09/msg00027.htm

- *From:* "Bruce Hagen" <Nospam@xxxxxxxxxxxxxxxx>
 - *Date:* Mon, 1 Sep 2008 14:16:16 -0700
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"James Silverton" <not.jim.silverton@xxxxxxxxxxxx> wrote in message news:%23rOmFbHDJHA.3352@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Jim wrote on Mon, 1 Sep 2008 15:46:25 -0500:

"James Silverton" <not.jim.silverton@xxxxxxxxxxxx> wrote in message news:eRhIR4FDJHA.5316@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Bruce wrote on Mon, 1 Sep 2008 10:31:03 -0700:

"keith"

<keith@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:9D536CC2-BEBD-40B7-8BB8-3444E8AF908F@xxxxxxxxxxxxxxxxxxxx

Twice in the last week my pc, which is set to automatically download and update, prompted me to install sp3. Both times upon completion of the updates I get a message that states the pc must be restarted for the changes to take effect. Upon the bootup sequence, there is a flash of a blue screen, and the boot sequence starts over. This repeats constantly, and the pc never boots.

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I have to start the pc in Safe Mode, and use System Restore to and earlier date, to be able to get the pc to boot properly.

There is some problem with SP3!!

When will this be corrected.

If SP3 was downloaded with an anti-virus, or anti-spyware, program running, you may have a bad installation.

From:

<http://technet.microsoft.com/en-us/windowsxp/cc164204.aspx>

* If the configuration of your antivirus software prevents certain system files from being changed, SP3 installation might fail. Try temporarily disabling your antivirus software. You can usually do this by right-clicking your antivirus program icon (which typically appears in the bottom right-hand corner of the computer screen) and clicking Disable.

Now that is a real possibility, thanks. If the update is downloaded again, I will check into this even if I have never had any problems with updates in the past. I do not expect to have to do background reading for official downloads. As I mentioned, despite alarming messages, SP3 seems to have been completely removed and I don't think I can bring myself to download it myself.

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Re: XP SP3 install and problems afterwards

James Silverton
Potomac, Maryland

Email, with obvious alterations:
not.jim.silverton.at.verizon.net

Service Packs are much more complicated than just ordinary updates. Preparing for a service pack installation necessarily involves reading about how to do it.

I seldom disable the AV stuff for mundane updates like those that come along every month. I have had very few problems installing updates. But, when I installed SP2, I used the free CD. I disabled the AV and disconnected the thing from the internet. This installation went through with no problems whatsoever. I did make certain that the system was as virus free as I could get it, etc. etc.

I expect to follow the same process for SP3 when I get around to installing it.

I disagree with the notion that I should have to do background reading for what was downloaded by MS as an "update". I have updating set to download but only to install when I say so. That was the situation for this SP3 stuff. If Microsoft considers certain programs like virus detection should be switched off, they should say so. They should not expect a person whose main use is Office tasks and the Internet to read up on things that seem to be like "nailing jelly to a tree!" in their use of jargon. Security suites are not frills and should be expected to be present.

I have gone to "Add and remove programs" and don't see signs of anything after 8/15/08, ie. before the last download. As far as SP2 is concerned, it is a mysterious addition to XP that was on my machine when I bought it so there has been no need to find out about it.

As Bob Lucas suggests, I may go the Tools/Windows update/Custom Update route but only when I am fully awake and have lots of time.

--

James Silverton
Potomac, Maryland

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Not to disagree with you, Jim, but your anti-virus program should be turned off when you install anything. From updates to printers.

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Bruce Hagen
MS-MVP Outlook Express
Imperial Beach, CA

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