

RE: Unable to install or uninstall programs

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-09/2941.html>

From: Kitfox (Kitfox_at_discussions.microsoft.com)

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I have a very similar problem, the installer for SP2 crashed around the half way point, i left it running for 20 minutes and it was still at the same point. I ended up rebooting my computer to find that it was resetting it back to prior settings. Once windows loaded it told me to go into the control panel and uninstall SP2 as it hadn't installed properly, however, everytime i open the control panel, windows explorer crashes and i'm back to square one. Aside from the problem of the control panel, everything else seems to run smoothly. If no advice is given on the problem in a few days i think a fresh install of XP is the only way to go!

"BriansUnited" wrote:

> *Hello,*

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> *I have a Sony Vaio with XP and after installing SP2, I*
> *received message from Windows Update that a update was*
> *available to download (Microsoft VM). I accepted the*
> *download and selected the installation prompt and left*
> *the computer unattended for an hour. When I returned the*
> *update appeared hung so I selected cancel, and after 5*
> *minutes I had to kill it via task manager.*

> *Now I receive the same message from Windows Update about*
> *the same update which will not load (I once left it up*
> *over night to complete but rx'ed with the same result).*
> *Unfortunately though, I've lost the ability to install or*
> *uninstall programs. They all state that they're*
> *installing and then hang up.*

> *Is there log file I can read to figure out what's going*
> *on with Windows Installer?*

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