

Re: 0x80070005 Installation Failure message

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-09/6924.html>

From: Karen C (*anonymous_at_discussions.microsoft.com*)

Date: 09/28/04

Date: Tue, 28 Sep 2004 12:24:37 -0700

Thank you...thank you...thank you! I wonder why Microsoft took that article off the knowledgebase? The problem was with permissions on the HKLM\Software\Clients\StartMenuInternet\IEXPLORE.EXE key. For some reason, it had different permissions than other keys. MUCH APPRECIATED! Now I can finally move on to installing other machines.

Karen C

>-----Original Message-----

>Karen C wrote:

>

>> I have tried numerous times to install XP SP2 on one workstation in our company. We have successfully installed SP2 on 7 others so far. I repeatedly get this error "Installation Failure: Windows failed to install the following update with error 0x80070005: Windows XP Service Pack 2" it's event id is 20. Another event id is

>> 4373 and it states "Windows XP Service Pack 2 installation

>> failed. Access is Denied." I found the knowledge base article referring to this problem (KB873148) and it says it is unavailable at this time. I have also sent an email

>> support request to Microsoft and I have gotten any response. The installation runs through the download and

>> about 50% of the installation and then I get the errors.

>> Can anyone help?

>Hi

>

>Knowledge base article 873148 (with some additional notes):

>

>You receive an "Access is denied" error message when you try to

>install Windows XP Service Pack 2
>
><quote>
>Important This article contains information about
modifying the
>registry. Before you modify the registry, make sure to
back it up
>and make sure that you understand how to restore the
registry if a
>problem occurs. For information about how to back up,
restore, and
>edit the registry, click the following article number to
view the
>article in the Microsoft Knowledge Base:
>
>256986 Description of the Microsoft Windows Registry
><http://support.microsoft.com/default.aspx?kbid=256986>
>
>SYMPTOMS
>When you try to install Microsoft Windows XP Service Pack
2 (SP2),
>you may experience the following issues:
>
> * You cannot install the service pack.
> * You receive the following error message:
> Service Pack setup has failed. Access Denied
> * The Setupapi.log file contains references that
indicate that
> one or more registry keys could not be deleted
while the Setup
> program was running.
>
>CAUSE
>
>These issues may occur when permissions on one or more
registry
>keys are restricted in a way that prevents the
administrator who
>installs the update from updating the registry keys.
Failure to
>update a registry key causes the Setup program to fail.
>
>WORKAROUND
>Warning If you use Registry Editor incorrectly, you may
cause
>serious problems that may require you to reinstall your
operating
>system. Microsoft cannot guarantee that you can solve
problems
>that result from using Registry Editor incorrectly. Use
Registry

> *Editor at your own risk. To work around this issue, examine the*
> *Svcpack.log file to find the registry keys that are causing this*
> *issue, and then modify the registry permissions to give access to*
> *the user who is trying to install the service pack. To do this,*
> *follow these steps:*
>
> *1. Make sure that the user who is trying to install the service*
> *pack is a member of the Administrators security group.*
>
> *2. Open the Svcpack.log file. By default, this file is located*
> *in the C:\Windows folder.*
>
> *[Note by me:*
>
> *Svcpack.log is the wrong file to look at, it is Setupapi.log you*
> *need to look at.*
>
> *If you cannot see in setupapi.log at which registry key it fails,*
> *you need to enable Verbose logging.*
>
> *To set the Verbose logging level, you can add a value to the*
> *following registry key, using regedit.exe:*
>
> *HKEY_LOCAL_MACHINE*
> *\Software*
> *\Microsoft*
> *\Windows*
> *\CurrentVersion*
> *\Setup*
>
> *Value Name: LogLevel*
> *Data Type: REG_DWORD*
> *Value (Hexadecimal): 0000FFFF*
>
> *When finished, you should set it back to the original,*
> *Value (Hexadecimal): 20000000*
>
> *]*
>
> *3. Search the log file for references to registry permissions*

> issues. Make a note of the registry keys that are referenced.

>

> 4. Click Start, click Run, type regedit, and then click OK to start Registry Editor.

>

> 5. Locate and right-click the registry keys that you noted in step 3 of this procedure, and then click Permissions.

>

> 6. Examine the permissions that are configured for each user or group. Identify the restricted permissions that are affecting the user who is trying to install the service pack. Make sure the Administrators group has full access configured.

>

> [Note by me:

> If you have registry issues in a HKEY_CLASSES_ROOT*<some key>*, try

> the method I describe in this link to reset permissions

> <http://groups.google.com/groups?selm=utgOLXRIEHA.3104%40TK2MSFTNGP14.phx.gbl>

> substituting ".AudioCD" with "*<some key>*".

>]

>

> 7. Quit Registry Editor.

>

> After you follow these steps, try again to install the service pack.

>

> </quote>

>

>

> Alternatively:

>

> In Windows XP Professional it may be better to just reset the security settings back to the defaults for all registry keys, as described in the following Microsoft Knowledge Base article.

>

> How To Reset Security Settings Back to the Defaults

> <http://support.microsoft.com/?kbid=313222>

>

> If you only want to reset the registry permissions, add

microsoft.public.windowsupdate: Re: 0x80070005 Installation Failure message

this to

>the *secedit* command line:

>

> /areas *REGKEYS*

>

>Unfortunately *Windows XP Home* does not have *secedit*.

>

>

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>torgeir, *Microsoft MVP Scripting and WMI, Porsgrunn Norway*

>Administration scripting examples and an *ONLINE* version of

>the 1328 page *Scripting Guide*:

><http://www.microsoft.com/technet/scriptcenter/default.mspx>

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