

Re: XP Service Pack SBP-2 Drive Hotfix

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-12/1422.html>

From: Noel Paton (*NoelDPspamless_at_btopenworld.com*)

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The directions for obtaining the hotfix are contained within the article...
<quote>

To resolve this problem immediately, contact Microsoft Product Support Services to obtain the hotfix. For a complete list of Microsoft Product Support Services phone numbers and information about support costs, visit the following Microsoft Web site:

[http://support.microsoft.com/default.aspx?scid=fh;\[LN\];CNTACTMS](http://support.microsoft.com/default.aspx?scid=fh;[LN];CNTACTMS)

Note In special cases, charges that are ordinarily incurred for support calls may be canceled if a Microsoft Support Professional determines that a specific update will resolve your problem. The usual support costs will apply to additional support questions and issues that do not qualify for the specific update in question.

<unquote>

in other words, you need to phone your local MS Office, and request the fix – providing you only ask for the fix, and they are happy that you need it, you should not be charged for the call – they'll send you a link to a one-use download (usually).

HTH

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Noel Paton (MS-MVP 2002-2005, Windows)

Nil Carborundum Illegitemi

<http://www.btinternet.com/~winnoel/millsrpch.htm>

<http://tinyurl.com/6oztj>

Please read <http://dts-l.org/goodpost.htm> on how to post messages to NG's "SP2 Problem Hotfix for SBP-2 Drives" <SP2 Problem Hotfix for SBP-2 Drives@discussions.microsoft.com> wrote in message news:8CEA5DE6-0D28-446E-B52D-926DA630BD6E@microsoft.com...

>I got a Code 43 error message, and when I looked it up I found an article
> called, "SBP-2 drive stops responding when you try to write data in Window
> XP" (Article ID: 885464) in XP Windows Help and Support section. The
> article discribed my problem exactly.
> The cause was listed as a problem in some computers running Windows XP
> Service Pack 2.
> The article also noted that there was a hotfix for the problem, but it had
> not been fully tested and that the hotfix should not be used unless you
> are
> experiencing the specific problem listed in the article. Yet, I can not
> discover anywhere I can find the hotfix, and my external hard drive does
> not
> work without it.

microsoft.public.windowsupdate: Re: XP Service Pack SBP-2 Drive Hotfix

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