

## Re: Starting Windows Update IE freezes

**Source:** <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-12/1459.html>

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Mike bla wrote:

> Hey, I am running Windows XP home, with NO updates done at all, since I JUST  
> repaired XP to try and fix a seperate problem.  
>  
> When I try going to windows update, the IE i use to go there jsut freezes  
> and I have to use CTRL+ALT+DEL to close it. I have tryed manually typing it  
> in IE, going start>all programs>windows update, and goign through help and  
> support, but none of those work.  
>  
> I get no error messages, and I need SP2, which is apparently only able to be  
> downloaded from windows update.(I tried searching MSFT downloads)

Hi

SP2 is available at the Microsoft Download Center  
(standalone "network" version, 266 MB):

<http://www.microsoft.com/downloads/details.aspx?FamilyID=049c9dbe-3b8e-4f30-8245-9e368d3cdb5a>

(disregard the "intended for IT professionals and developers" part,  
it can be used on a single computer as well)

If you do not have broadband at home, but you have at work or you have  
friends that have it, you can download it there and burn it to a CD.

If you think that the download is to large, you can get the same file  
on a CD from Microsoft (a lot of computer magazines currently also  
have the CD included).

The Windows XP SP2 CD order point:

[http://www.microsoft.com/windowsxp/downloads/updates/sp2/cdorder/en\\_us/default.msp](http://www.microsoft.com/windowsxp/downloads/updates/sp2/cdorder/en_us/default.msp)

To remove the pending/failed download you now have, clean out the  
Download folder (WU5's temporary download folder) located here:

%windir%\SoftwareDistribution\

(%windir% is typically C:\Windows)

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You can use the procedure described here:

<http://v5.windowsupdate.microsoft.com/v5consumer/showarticle.aspx?articleid=11&ln=en>

You might need to delete the DataStore folder mentioned in the link above, as well as the Download folder.

Note that a side effect of deleting the DataStore folder is that you lose your WU v5 History listing (not critical).

For folders you can consider deleting and other disk cleanup tips after a successful SP2 installation, take a look here:

<http://groups.google.com/groups?selm=%2368Pw4rIEHA.3712%40TK2MSFTNGP15.phx.gbl>

Before installing SP2, you should take a look at the following sites:

What to Know Before You Download and Install Windows XP Service Pack 2

[http://www.microsoft.com/windowsxp/sp2/sp2\\_whattoknow.msp](http://www.microsoft.com/windowsxp/sp2/sp2_whattoknow.msp)

How to successfully install Windows XP Service Pack 2.

<http://www.fixyourwindows.com/winxpsp2install.htm>

Service Pack Installation Checklist

<http://www3.telus.net/dandemar/spackins.htm>

Please take a look at this Microsoft knowledge base article as well:

Windows XP Service Pack 2 is not available to install from Windows Update and is not offered by Automatic Updates

<http://support.microsoft.com/?kbid=885627>

\*Important\* part from the link above:

If you have T.V. Media from Total Velocity Corporation installed, or your processor is a Intel P4 Prescott with C-0 stepping, you should not install SP2.

Intel P4 Prescott processors came out February 2004, so if your computer is older than that, this is not an issue for you. Also, if you have a Dell, IBM or HP, this is not an issue.

If you suspect/know you have an Intel P4 Prescott processor, take a look at the two following Web sites for what you need to do/have to be able to install SP2 on the computer:

<http://forum.aumha.org/viewtopic.php?t=7447>

<http://cquirke.mvps.org/sp2intel.htm>

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Adware T.V. Media Program Removal Tool  
<http://support.microsoft.com/?kbid=886590>

and

Microsoft have now released a fix for the problem where SP2 fails to boot after installing it in a PC with the Prescott or a Celeron D CPU (or fails to install in the case of slipstreamed cds). The problem is described here:

<http://go.microsoft.com/fwlink/?linkid=34535>

and the download for the fix is available here (install it before you install SP2):

<http://www.microsoft.com/downloads/details.aspx?FamilyID=9b99c199-5d75-454f-ae07-b620727be8d8&DisplayL>

Also, if you have a Dell Inspiron 1150 or 2650, you might get a slow running system after installing SP2, take a look at this thread for more on this:

<http://groups.google.com/groups?threadm=AsZ0d.18666%246q1.2076%40newssvr27.news.prodigy.com>

and here as well:

Inspiron 1150 Performance Loss

<http://support.dell.com/support/topics/global.aspx/support/kb/en/document?dn=1090653#step16>

<http://support.dell.com/support/topics/global.aspx/support/kb/en/document?DN=HO1090723>

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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.aspx>