

## RE: BITS appears to be crashing PC

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-12/msg00943.html>

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- *From:* Alan in Seattle <[AlaninSeattle@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:AlaninSeattle@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 28 Dec 2005 08:30:08 -0800
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Thanks. I'll give that a shot and report back whether or not that worked.  
Appreciate the assistance!

"JSmith" wrote:

- > Hello,
- >
- > I had a similar issues after upgrading to XP sp2. Microsoft support
- > suggested this action and it solved my update issues. By following these step
- > I discovered that the 'network' folder had been changed to a .dat file
- > somehow, so I recreated the folder 'Application Data\Microsoft\Network', that
- > did it. Hope this might help you.
- >
- > Perform the following steps.
- > =====
- > 1. Click Start, click Run, type regsvr32 qmgr.dll in the Open box, and then
- > click OK.
- > 2. Click OK.
- > 3. Click Start, click Run, type regsvr32 qmgrprxy.dll in the Open box, and
- > then click OK.
- > 4. Click OK.
- >
- > 5. Click Start, click Run, type net stop bits in the Open box, and then
- > click OK. (If you receive any error message here, we can safely ignore)
- > 6. Click Start, click Run, copy the following command in the Open box, and
- > then click OK:
- >
- > %ALLUSERSPROFILE%\Application Data\Microsoft\Network
- >
- > 7. In the open folder, delete the Downloader folder
- >
- > 8. Click Start, click Run, type net start bits in the Open box, and then
- > click OK.
- >
- > After performing above steps, please visit the Windows Update site to check
- > whether the issue is resolved.
- >
- >

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> Best Regards,

>

> JS

>

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> "Alan in Seattle" wrote:

>

>> I reinstalled WinXP Pro on my daughters PC ... I gave her a larger hard  
>> drive. When using Windows Update to get XP up to the latest version,  
>> hotfixes and rev, Microsoft installs KB842773 (BITS and WinHTTP 5.1).  
>> Shortly after that her PC started locking up with the NIC (network card) icon  
>> showing full transfer in both directions. It took me several times  
>> installing WinXP from CD to determine this is where the problem starts. I  
>> disabled the wireless NIC and PC stopped crashing. I removed the KB842773  
>> hotfix using the Knowledge Base article on how to do that, re-enabled the NIC  
>> and no more crashing. Am currently searching Knowledge Base and Technet for  
>> known issues with Windows Update, BITS and WinHTTP but so far I haven't  
>> located any articles. Since all this I downloaded WinXP SP2 from my other  
>> PC and installed on this PC ... which integrates BITS into the Service Pack  
>> in a manner that you can't separately uninstall it. Now any website I  
>> attempt a file transfer from locks up the PC (mouse stops working,  
>> Ctrl-Alt-Del does nothing and I have to kill power to the PC to come back  
>> up). Went to website to install latest Flash and PC crashed once download  
>> started. Went to website to install other web plug-ins and the minute  
>> download starts, PC locks-up. Other hard drive installed in this removable  
>> drive bay with WinXP and all the same drivers works fine for all this. BITS  
>> is causing issues on this new drive and all I want is to do is get WinXP up  
>> with latest updates! Can anyone out there help?

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