

Re: Win XP SP3 cancelling question

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-10/msg02287.html>

- *From:* oze girl <ozegirl@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 27 Oct 2008 21:36:00 -0700
-

"You're putting an awful lot of carts before that horse, my dear."

You've definitely hit the nail on the head there. It's by worst failing – when there is a computer problem I go into freak out mode. Despite the fact that every problem we've ever had has eventually been resolved, I can't help myself. Anyway....

With regards to the problem mentioned in

<http://msinfluentials.com/blogs/jesper/archive/2008/05/08/does-your-amd-based-computer-boot-after-installing-xp>

and your suggestion to go to the windows site and download the update, I can report that I ran the script on Jesper's blog site and it reported that although it was an AMD processor that intelppm.sys wasn't a problem and it should be OK to go ahead and install SP3. I also checked and couldn't find intelppm listed anywhere in the registry key he mentioned, though it was listed in C:\windows\system 32\drivers – not really relevant whether it's there or not as SP3 will install it if it isn't according to Jasper. It only matters whether it is set to load or not. Right? So I don't think I need the download from the windows site which appears to be for people who have that problem (well at least their computers do!)

Also, the sp3 set up file has already downloaded via automatic updates. it is setting there in the tray with it's little yellow shield telling me it is ready to install, but I haven't done that just yet.

I've run AV over the computer to check for viruses and also Spybot. I've disabled Teatimer which was the Spybot function that flagged all the registry changes before, and which my son played roulette with.

I'm thinking considering he randomly decided not to accept all the registry changes and had 3 instances of teatimer running at once for some reason, and that he turned his computer off before the installation had finished, that perhaps this is more likely the cause of the problem.

When he gets home I'll ask him if he wants to try again – this time disabling the AV and any other running programs first. I think it should then be straightforward. If not then we'll contact tech support (but I can't phone

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cos I'm outside US so it would be via email or chat at best anyway)

"PA Bear [MS MVP]" wrote:

You're putting an awful lot of carts before that horse, my dear.

...If I try
add/remove and that doesn't work, should I try system restore then?

Personally & professionally speaking, I would not use System Restore if
uninstalling WinXP SP3 via Add/Remove Programs isn't successful.

Again, I urge you to open a free support incident instead of messing around
with this yourself.

" US:

<http://support.microsoft.com/oas/default.aspx?ln=en-us&prid=11273&gpid=522131>

" CA:

<http://support.microsoft.com/oas/default.aspx?ln=en-ca&prid=11273&gpid=522131>

" UK:

<http://support.microsoft.com/oas/default.aspx?ln=en-gb&prid=11273&gpid=522131>

" AU:

<http://support.microsoft.com/oas/default.aspx?ln=en-au&prid=11273&gpid=522131>

" Other: <http://support.microsoft.com/oas/default.aspx?gpid=1173> | select
Windows XP | select Windows XP Service Pack 3

--

~Robear Dyer (PA Bear)

MS MVP-IE, Mail, Security, Windows Desktop Experience – since 2002

AumHa VSOP & Admin <http://aumha.net>

DTS-L <http://dts-l.net/>

ozegirl wrote:

I'm a bit confused as the article on how to remove sp3 gives system
restore
as the 3rd method – so are you saying not to use it at all or only after
trying the other method first? I understand that there could be a problem
in

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running system restore if the sp3 installation hasn't finished, as it will restore the system, but then run those files that are pending to be run on a reboot (which perhaps haven't run as a proper reboot into normal mode hasn't occurred, only to safe mode). However, if the installation was stopped before finished, would the add/remove work properly anyway? If I try add/remove and that doesn't work, should I try system restore then? And if I do a system restore and it boots into normal mode, should I perhaps then before rebooting a second time perform another system restore so that if pending files ran and made changes, these could be undone with an earlier system restore which would then hopefully boot to a good configuration but without running those files again – or is this just a disaster in the making?

"PA Bear [MS MVP]" wrote:

Do NOT use System Restore, please! It is not an "undo" utility.

If you can boot into Safe Mode and successfully uninstall WinXP SP3 via Add/Remove Programs...and reboot *twice* afterwards, please do so.

How to remove Windows XP Service Pack 3 from your computer:

<http://support.microsoft.com/kb/950249>

Whether you were able to uninstall WinXP SP3 or not, I'd strongly recommend opening a free support incident about this. See my previous reply. If you (or another family member or friend) is technically inclined, see [1] below, but I think you'd be better off getting help from MS Support instead.

=====

[1] "

<http://msinfluentials.com/blogs/jesper/archive/2008/05/08/does-your-amd-based-computer->

" <http://support.microsoft.com/kb/953356>

--

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ozegirl wrote:

With respect to this computer, it seems OK – I think the installation must have completed properly and that my attempt to cancel was not acted on.

However I have a problem with my son's computer. It appears that he got the sp3 update and started installing it but had not switched off the spyware that warns against registry changes – nevertheless he allowed all changes bar one – for some reason best known to himself. Over a couple of days he got a cmd prompt box that ran each time on start up followed by prompts for more registry changes. When he opened messenger, he saw a progress bar that said "finalising installation" but it appeared to stall and he got sick of waiting so turned the computer off. I'm guessing he hasn't installed sp3 correctly. Now when he starts up he can't get past the windows splash logo to the log on screen, however it will start in safe mode. Sp3 is shown in add/remove programs and in safe mode on the desktop as sp3. Would a system restore be safe to try given that I don't know if the installation finished – he has restarted the computer several times since but only in safe mode, it won't go into normal. Or would it

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be
better to try unintall from add/remove
programs?

"PA Bear [MS MVP]" wrote:

WinXP SP3 is fully
uninstallable, should the
need arise:
<http://support.microsoft.com/kb/950249>

Free unlimited installation
and compatibility support is
available for
Windows XP, but only for
Service Pack 3 (SP3), until
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<http://support.microsoft.com/oas/default.aspx?gprid=1173>
| select
"Windows
XP" then select "Windows
XP Service Pack 3"

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ozegirl wrote:

It's a bit
early to tell
100%,
however it
seems to be
doing
everyday
tasks
OK. I had a
moment of
panic when
I opened

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Printers &
Faxes and
there
were
none listed
at all, but on
restarting
the
computer
they
reappeared.
My
main
concern was
whether if it
had
installed, it
had
installed
properly
considering
I hit the
cancel
button
about 85%
of the way
through. It
would
appear that
it didn't
cancel the
installation,
I'm just
hoping now
that
it
did install
properly
instead. :-)

"Alan"
wrote:

So
is
your
PC
running
okay
with

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SP3??

Alan

"ozegirl"

<ozegirl@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

news:4E25E486-C537-45E6-AD28-7E34F3D73334@xxxx

Too

late

-

it

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"ozegirl"

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I

found

my

husband

had

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XP

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I

didn't

want

him

to

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this,

so

I

hit

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Re: Win XP SP3 cancelling question

cancel
button
–
however
for
some
time
it
continued
installing
files,
though
it
said
cancelling.
Eventually
it
said
something
about
changing
registry
entries,
then
it
said
"performing
clean
up"
–
this
was
all
under
a
main
heading
of
"finishing
installation".
It
took
a
very
long
time
to
do
this
section.
I

Re: Win XP SP3 cancelling question

am
confident
that
the
cancel
request
went
through
because
on
the
main
automatic
updates
windows
it
said
cancelling
updates,
and
on
both
that
window
and
the
installation
window
all
buttons
(finish,
cancel,
etc)
were
greyed
out.
I
now
have
a
screen
that
says
installation
finished
and
to
restart
the
computer
for

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changes
to
take
effect.

Would
it
be
best
to:

Restart
the
computer...or
perform
a
system
restore
first
and
then
restart
the
computer.....and
in
either
case
should
I
delete
any
temporary
files
first
before
restarting
or
restoring?

I'm
a
bit
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as
to
whether
the
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