

Help and Support

Steps to take before you install Windows XP Service Pack 3

Important This article contains information that shows you how to help lower security settings or how to turn off security features on a computer. You can make these changes to work around a specific problem. Before you make these changes, we recommend that you evaluate the risks that are associated with implementing this workaround in your particular environment. If you implement this workaround, take any appropriate additional steps to help protect the computer.

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On This Page

↓ [INTRODUCTION](#)

↓ [MORE INFORMATION](#)

↓ [Prerequisites to install Windows XP SP3](#)

↓ [Hard disk requirements to install Windows XP SP3](#)

↓ [If you are running antivirus software](#)

↓ [Steps to take before you install Windows XP SP3](#)

↓ [Troubleshooting Windows XP SP3 installation](#)

↓ [Not enough hard disk space](#)

↓ [Not enough hard disk space to archive files](#)

↓ [Access Denied](#)

↓ [Insufficient permissions](#)

↓ [Errors that are related to the Cryptographic service](#)

↓ [Internal Error](#)

↓ [Prerequisites failed](#)

↓ [Another update is in progress](#)

↓ [Troubleshooting error codes that appear in the update log or in the service pack log files](#)

↓ [References](#)

INTRODUCTION

This article discusses prerequisites and hard disk requirements for installing Windows XP Service Pack 3. This article also recommends steps to take before you install Windows XP Service Pack 3 (SP3).

MORE INFORMATION

Prerequisites to install Windows XP SP3

Windows XP SP3 cannot be installed if you have the following updates installed on your computer:

- Microsoft Shared Computer Toolkit
- Remote Desktop Connection (RDP) 6.0 MUI pack (Update 925877 for Windows XP)

Please uninstall these updates before you install Windows XP SP3. For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[949388](http://support.microsoft.com/kb/949388/) (<http://support.microsoft.com/kb/949388/>) Windows XP Service Pack 3 installation fails with an error message, and the following error is logged in the service pack installation log: "8007F0F4 - STATUS_PREREQUISITE_FAILED"

Hard disk requirements to install Windows XP SP3

We recommend that you have a minimum of 1,500 megabytes (MB) of free space on the system disk if you install Windows XP SP3 from the Microsoft Download Center. We recommend that you have about 1,100 MB of free space if you install Windows XP SP3 from a shared network folder. For more information about hard disk requirements, click the following article number to view the article in the Microsoft Knowledge Base:

[947311](http://support.microsoft.com/kb/947311/) (<http://support.microsoft.com/kb/947311/>) The hard disk space requirements for Windows XP Service Pack 3

If you are running antivirus software

Warning This workaround may make a computer or a network more vulnerable to attack by malicious users or by malicious software such as viruses. We do not recommend this workaround but are providing this information so that you can implement this workaround at your own discretion. Use this workaround at your own risk.

Important

- If the configuration of your antivirus software prevents certain system files from being changed, the Windows XP SP3 installation may fail. Try temporarily disabling your antivirus software. To do this, right-click your antivirus program icon, and then click **Disable**. This icon typically appears in the lower right corner of the computer screen.
- If you disable your antivirus software before you install Windows XP SP3, make sure that you know the risks that are involved, and make sure that you enable the antivirus software after Windows XP SP3 is installed.

Note An antivirus program is designed to help protect your computer from viruses. You must not download or open files from sources that you do not trust, visit Web sites that you do not trust, or open e-mail attachments when your antivirus program is disabled. For additional information about computer viruses, click the following article number to view the article in the Microsoft Knowledge Base:

[129972](http://support.microsoft.com/kb/129972/) (<http://support.microsoft.com/kb/129972/>) Computer viruses: description, prevention, and recovery

Steps to take before you install Windows XP SP3

1. Start your computer, and then log on as an administrator.

Note Administrators have complete and unrestricted access to the operating system and to its settings. You can use the Administrator user name to log on, or you can use another account that is a member of the Administrators group. To determine the groups to which you belong, click **Start**, click **Control Panel**, and then click **User Accounts**.

2. If your computer is running on battery power, plug it in so that your computer does not lose power during the installation.
3. If you use Fast User Switching, make sure all other users are logged off. For more information, see "Fast User Switching" in Windows XP Help and Support Center on your computer.
4. We recommend that you perform a full backup of the files that you have on your computer to an external location, such as an external hard disk, DVD, CD, USB flash drive, or network folder. You can use the Backup and Restore Wizard to back up documents, pictures, and other files. For more information, see "Backing up files and folders" in Help and Support Center.
5. If your computer is running Windows XP Professional, we recommend that you create an Automated System Recovery (ASR) set before you begin the installation. This will help you repair your setup if the installation fails. For more information, see "To create an Automated System Recovery set using Backup" and "To recover from a system failure using Automated System Recovery" in Help and Support Center.

Note If your computer is running Windows XP Home Edition, ignore this step. ASR is not available for Windows XP Home Edition.

6. Exit all open programs.
7. Install Windows XP SP3. For more information about how to obtain Windows XP Service Pack 3, click the following article number to view the article in the Microsoft Knowledge Base:

[322389](http://support.microsoft.com/kb/322389/) (<http://support.microsoft.com/kb/322389/>) How to obtain the latest Windows XP service pack

Troubleshooting Windows XP SP3 installation

This section lists some of the most common known error messages that you may receive when you install Windows XP SP3. Refer to the Microsoft Knowledge Base article that is associated with each error message for possible workarounds or resolutions. If you receive an installation error message that is not contained in this article, try the steps that are listed in the following Microsoft Knowledge Base article:

[950718](http://support.microsoft.com/kb/950718/) (<http://support.microsoft.com/kb/950718/>) How to troubleshoot errors that cause an unsuccessful

installation of Windows XP Service Pack 3

Not enough hard disk space

When you try to install Windows XP SP3, you may receive the following error message:

Service Pack 3 Setup Error

You do not have enough free disk space on %SystemDrive% to install Service Pack 3.

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[949385](http://support.microsoft.com/kb/949385/) (<http://support.microsoft.com/kb/949385/>) Error message when you try to install Windows XP Service Pack 3: "You do not have enough free disk space on %SystemDrive% to install Service Pack 3"

Not enough hard disk space to archive files

When you try to install Windows XP SP3, you may receive the following error message:

Service Pack 3 Setup Error

You do not have enough free disk space on %SystemDrive% to archive the uninstall files.

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[949375](http://support.microsoft.com/kb/949375/) (<http://support.microsoft.com/kb/949375/>) Error message when you try to install Windows XP Service Pack 3: "You do not have enough free disk space on %SystemDrive% to archive the uninstall files"

Access Denied

When you try to install Windows XP SP3, you may receive one of the following error messages:

Message 1

Service Pack 3 setup error. Access is denied.

Message 2

Service Pack 3 setup error. Service Pack installation did not complete

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[949377](http://support.microsoft.com/kb/949377/) (<http://support.microsoft.com/kb/949377/>) Error message when you try to install Windows XP Service Pack 3: "Access is denied" or "Service Pack installation did not complete"

Insufficient permissions

When you try to install Windows XP SP3, you may receive the following error message:

You do not have permission to update Windows XP. Please contact a system administrator.

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[951244](http://support.microsoft.com/kb/951244/) (<http://support.microsoft.com/kb/951244/>) Error message when you try to install a hotfix or an update: "You do not have permission to update Windows XP"

Errors that are related to the Cryptographic service

You may experience one or more of the following symptoms:

- You may receive the following error message when you try to install a program or update:

Digital Signature Not Found

The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested.

The software you are about to install does not contain a Microsoft digital signature.

Therefore, there is no guarantee that this software works correctly with Windows.

Name of software package

If you want to search for Microsoft digitally signed software, visit the Windows Update

**Web site at <http://windowsupdate.microsoft.com> to see if one is available.
Do you want to continue the installation?**

If you click **More Info**, you receive the following error message:

Microsoft Windows
The signature on the software package you want to install is invalid. The software package is not signed properly.

After you click **OK** in the first error message dialog box, you may receive a message that states that the installation was successful, or you may receive the following error message:

Name of Update Package
The cryptographic operation failed due to a local security option setting.

- When you try to install an update or a service pack, you may receive an error message that resembles one of the following:
 - **Name of Update Package**
Setup could not verify the integrity of the file Update.inf. Make sure the Cryptographic service is running on this computer.
 - **Failed to install catalog files.**
 - **The software you are installing has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)**
This software will not be installed. Contact your system administrator.
 - **The software you are installing has not passed Windows Logo testing to verify its compatibility with this version of Windows. (Tell me why this testing is important.)**
 - **Service Pack 1 Setup could not verify the integrity of the file. Make sure the Cryptographic service is running on this computer**
- When you try to install a package from the Windows Update Web site or from the Microsoft Update Web site, you may receive a message that resembles the following:

The software has not passed Windows logo testing and will not be installed.

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[822798](http://support.microsoft.com/kb/822798/) (<http://support.microsoft.com/kb/822798/>) You cannot install some updates or programs

Internal Error

When you try to install Windows XP SP3, you may receive the following error message:

Service Pack 3 installation did not complete

After you click **OK** in the error message, you receive the following error message:

An internal error occurred

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[949384](http://support.microsoft.com/kb/949384/) (<http://support.microsoft.com/kb/949384/>) Error message when you try to install Windows XP Service Pack 3: "An Internal error occurred"

Prerequisites failed

When you try to install Windows XP SP3, you may receive one of the following error messages:

Message 1

This Service Pack requires the machine to be on AC Power before setup starts.

Message 2

Service Pack 3 Setup has been canceled because Microsoft Shared Computer Toolkit for Windows XP is not compatible with this version of Windows. Before you can continue, you must: 1) Uninstall Microsoft Shared Computer Toolkit 2) (Optional) Install Windows SteadyState, the newer version of Microsoft Shared Computer Toolkit. For more detailed information, go to the Shared Access page on the Microsoft Web site.

Message 3

Service Pack 3 Setup has been canceled because Windows XP SP3 cannot be installed over RDP 6.0 MUI PACK (Update for Windows XP (KB925877)). Before you can continue, you must Uninstall KB925877.

Message 4

Microsoft Windows XP Professional Service Pack 3 cannot be applied to Windows Fundamentals for Legacy PCs (WinFLP). A unique SP3 update package for WinFLP will be made available at download.microsoft.com.

Message 5

Microsoft Windows XP Professional Service Pack 3 cannot be applied to Windows Embedded for Point of Service (WEPOS). A unique SP3 update package for WEPOS will be made available at download.microsoft.com.

Message 6

Setup cannot continue because one or more prerequisites required to install Service Pack 3 failed. For More details check the Log File Drive_Letter : \windows\svcpack.log.

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[949388](http://support.microsoft.com/kb/949388) (<http://support.microsoft.com/kb/949388/>) Windows XP Service Pack 3 installation fails with an error message, and the following error is logged in the service pack installation log: "8007F0F4 - STATUS_PREREQUISITE_FAILED"

Another update is in progress

When you try to install Windows XP SP3, you may receive following error message:

Setup has detected that another update is in progress. Please complete that installation or removal and try again.

For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[949381](http://support.microsoft.com/kb/949381) (<http://support.microsoft.com/kb/949381/>) Error message when you try to install Windows XP Service Pack 3: "Setup has detected that another update is in progress. Please complete that installation or removal and try again"

Troubleshooting error codes that appear in the update log or in the service pack log files

If you experience a Windows XP SP3 installation failure, an error code is typically recorded in the %windir%\WindowsUpdate.log file or in the %windir%\svcpack.log file. Typically, these files are located in the C:\Windows directory. The following table shows some of the most common error codes that may appear in these log files. The Microsoft Knowledge Base articles offer potential resolutions for each of these errors.

Error code that appears in the WindowsUpdate.log file	Error Code description (as it may appear in the Svcpack.log file)	Knowledge Base article that describes potential resolutions
0x8007F0F4	STATUS_PREREQUISITE_FAILED	949388 (http://support.microsoft.com/kb/949388/)
0x80246007	SUS_E_DM_NOTDOWNLOADED	949386 (http://support.microsoft.com/kb/949386/)

0x8007F003	STATUS_NOT_ENOUGH_SPACE	949385 (http://support.microsoft.com/kb/949385/)
0x80070005	ERROR_ACCESS_DENIED	949377 (http://support.microsoft.com/kb/949377/)
0x800706BE	RPC_S_CALL_FAILED	950718 (http://support.microsoft.com/kb/950718/)
0x8007F02B	STATUS_NOT_ENOUGH_WITH_UNINST	949375 (http://support.microsoft.com/kb/949375/)
0x87FF0004	Error_Too_Many_Open_Files	950718 (http://support.microsoft.com/kb/950718/)
0x8007054F	Error_Internal_Error	949384 (http://support.microsoft.com/kb/949384/)
0x8007001F	ERROR_GEN_FAILURE	950718 (http://support.microsoft.com/kb/950718/)
0x8007F070	STATUS_SETUP_ERROR	950718 (http://support.microsoft.com/kb/950718/)
0x8007F205	STR_UPDATE_ALREADY_RUNNING	949381 (http://support.microsoft.com/kb/949381/)
0x8007F004	STATUS_INSUFFICIENT_PRIVS	951244 (http://support.microsoft.com/kb/951244/)
0x80070001	ERROR_INVALID_FUNCTION	950718 (http://support.microsoft.com/kb/950718/)
0x80070002	ERROR_FILE_NOT_FOUND	950718 (http://support.microsoft.com/kb/950718/)
0x8007F0CC	STATUS_KERNEL_NONSTD	327101 (http://support.microsoft.com/kb/327101/)
0x87FF054F	n/a	950718 (http://support.microsoft.com/kb/950718/)
0x87FF36B7	n/a	950718 (http://support.microsoft.com/kb/950718/)

References

For more information, click the following article numbers to view the articles in the Microsoft Knowledge Base:

[936929](http://support.microsoft.com/kb/936929/) (http://support.microsoft.com/kb/936929/) Release notes for the Windows XP Service Pack 3 Release Candidate

[946480](http://support.microsoft.com/kb/946480/) (http://support.microsoft.com/kb/946480/) List of fixes included in Windows XP Service Pack 3

APPLIES TO

- Microsoft Windows XP Service Pack 3

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