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[Troubleshoot Failed Installations of XP SP3 RTM Build 5512](#)

Via basic methods

Although Microsoft has hammered away at [Windows XP SP3](#) in order to provide an experience as seamless as possible for end users when deploying the service pack, failed installation scenarios are still a valid possibility. In the eventuality of a failed installation of [XP SP3 RTM](#), there are some troubleshooting steps end users can take before running to Microsoft Support for help. The troubleshooting methods involve nothing more than basic actions on the part of the end user and are designed to resolve an unsuccessful installation process while, at the same, time ignoring the error message. First of all, Microsoft advises all end users to turn to Windows Update for the primary source of the gold bits of XP SP3. "Sometimes an installation is unsuccessful because a previous operation was not completed. By restarting the computer, you close any pending computer functions and restart the process. Wait until the computer finishes the restart process, and then log on to your account. Visit Windows Update to reselect and install Windows XP SP3. Click Express Install (Recommended)," [Microsoft stated](#). If the Windows XP machine that the end user is trying to update meets all the requirements for XP SP3 RTM, the service pack will be automatically installed. At the same time, if the WU package fails to install, users also have the possibility of manually accessing the bits for XP SP3 and then to attempt to integrate the service pack in their operating system. There is a variety of applications that can interfere with the installation of the service pack, especially security products. "Installation failure may occur when a third-party program holds a file open or when it locks a file that the Windows XP SP3 installation program needs. To minimize this possibility, follow these steps before you install Windows XP SP3: exit any open programs, and then restart the computer. After the computer has restarted, disable any antivirus, antispyware, and third-party firewall programs that may start during the startup process," Microsoft said. Users will need to try to install XP SP3 again either via the standalone packages or through WU, and then turn back on all their security software. If the installation still fails, the status of the Background Intelligent Transfer Service needs to be checked, and BITS has to be turned on. "Click Start, click Run, type services.msc in the Open box, and then click OK. Right-click Background Intelligent Transfer Service, and then click Properties. On the General tab, click Automatic in the Startup type box, and then click Apply. In the "Service status" section of the properties dialog box, verify that the BITS service is started. If it is not started, click Start. Click Apply, and then click OK," Microsoft added. Retrying the installation process at this point should end up in a successful deployment. In the case that XP SP3 is still not integrated, there remains only the option of clearing the Software Distribution folder and trying one last time. But if the result is the same, the end users are advised to contact Microsoft Support. "Click Start, click Run, type services.msc in the Open box, and then click OK. Right-click Automatic Update, and then click Stop. Click Start, click Run, and then type the following in the Open box: '%windir%\SoftwareDistribution'. Right-click the Download folder, and then click Rename. Type Download.old, and then press ENTER. Exit Windows Explorer. In the Services console, right-click the Automatic Update service, and then click Start," Microsoft explained. Windows XP SP3 RTM is available for download [here](#).