

Computer stops responding when you try to install an update in Windows XP Service Pack 2

After you install Microsoft Windows XP Service Pack 2 (SP2), Windows XP stops responding when you try to install an update.

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CAUSE

**This problem may occur if the following conditions are true:
You are using cert...**

This problem may occur if the following conditions are true:

- You are using certain filter drivers. For example, the problem is known to occur if you are using the lbfiler.sys driver. This driver is installed by the IBM Rescue and Recovery with Rapid Restore software. The problem may also occur with other filter drivers.
- You try to install any one of the updates that are described in the following Microsoft Knowledge Base articles:

[307154](http://support.microsoft.com/kb/307154/) (http://support.microsoft.com/kb/307154/) Low/Critical Battery Alarm Does Not Play the Sound That You Specify

[842520](http://support.microsoft.com/kb/842520/) (http://support.microsoft.com/kb/842520/) "Delayed Write Failed" error may occur after you save a file in Windows XP

[842933](http://support.microsoft.com/kb/842933/) (http://support.microsoft.com/kb/842933/) "The following entry in the [strings] section is too long and has been truncated" error message when you try to modify or to view GPOs in Windows Server 2003, Windows XP Professional, or Windows 2000

[870997](http://support.microsoft.com/kb/870997/) (http://support.microsoft.com/kb/870997/) Windows XP and Windows 2000 clients that share a single organizational unit stop responding or spontaneously restart

[883507](http://support.microsoft.com/kb/883507/) (http://support.microsoft.com/kb/883507/) NetWare users cannot log on to a NetWare server from a Windows XP client

[883523](http://support.microsoft.com/kb/883523/) (http://support.microsoft.com/kb/883523/) Your CD-RW drive is not recognized as a rewritable drive in Microsoft Windows XP Service Pack 2

[884020](http://support.microsoft.com/kb/884020/) (http://support.microsoft.com/kb/884020/) Programs that connect to IP addresses that are in the loopback address range may not work as you expect in Windows XP Service Pack 2

[884575](http://support.microsoft.com/kb/884575/) (http://support.microsoft.com/kb/884575/) Battery power may be drained more quickly than expected on your Windows XP-based portable computer

[884851](http://support.microsoft.com/kb/884851/) (http://support.microsoft.com/kb/884851/) The screen saver does not start if the Windows Security dialog box is open in Windows XP

[884868](http://support.microsoft.com/kb/884868/) (http://support.microsoft.com/kb/884868/) 0x7E Stop error occurs after you disconnect your USB 2.0 flash storage device

[885523](http://support.microsoft.com/kb/885523/) (http://support.microsoft.com/kb/885523/) You receive a "Stop: c0000135" and "winsrv was not found" error message after you install Windows XP Service Pack 2

[885626](http://support.microsoft.com/kb/885626/) (http://support.microsoft.com/kb/885626/) Your computer stops responding when you restart to complete the installation of Windows XP Service Pack 2

[824838](http://support.microsoft.com/kb/824838/) (http://support.microsoft.com/kb/824838/) Large UDP broadcast packets may not be received in Windows XP or in Windows Server 2003

[883517](http://support.microsoft.com/kb/883517/) (http://support.microsoft.com/kb/883517/) You do not receive the "Safe to remove hardware" message when you click the "Safely Remove Hardware" icon in Windows XP

[885267](http://support.microsoft.com/kb/885267/) (http://support.microsoft.com/kb/885267/) Connections time out when client computers that are running Windows Server 2003 or Windows XP try to connect to a server on a wireless network that uses IPsec NAT-T

[883529](http://support.microsoft.com/kb/883529/) (http://support.microsoft.com/kb/883529/) getKB: Removing SmartCard immediately after log off may cause Windows XP-based computer to stop responding

[843541](http://support.microsoft.com/kb/843541/) (http://support.microsoft.com/kb/843541/) Your computer stops responding when you use a smart card to log on to Windows XP

[872789](http://support.microsoft.com/kb/872789/) (http://support.microsoft.com/kb/872789/) Logging off or restarting the computer after switching users may cause Windows XP to stop responding

[885270](http://support.microsoft.com/kb/885270/) (http://support.microsoft.com/kb/885270/) A program that calls the DhcpRequestParams function may not work correctly on your Windows XP Service Pack 2-based computer

[885443](http://support.microsoft.com/kb/885443/) (http://support.microsoft.com/kb/885443/) You receive a "Stop 0x00000082" error after you install Windows XP Service Pack 2 or after you install security update 890859 in Windows 2000

[885464](http://support.microsoft.com/kb/885464/) (http://support.microsoft.com/kb/885464/) SBP-2 drive stops responding when you try to write data in Windows XP

[885865](http://support.microsoft.com/kb/885865/) (http://support.microsoft.com/kb/885865/) Other computers on the network cannot connect to your Windows XP Service Pack 2-based DHCP client computer after you log on to a network that is running the DHCP Server service

[884539](http://support.microsoft.com/kb/884539/) (http://support.microsoft.com/kb/884539/) getKB - kbQFE - QFE Bug Database:QFE Bug Number [Bug 26211]

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RESOLUTION

To resolve this problem, follow these steps: Restart the computer.Open Add or Re...

To resolve this problem, follow these steps:

1. Restart the computer.
2. Open **Add or Remove Programs** in **Control Panel**. To do this, click **Start**, click **Run**, type appwiz.cpl, and then click **OK**.
3. Click to select the **Show updates** check box
4. Scroll down the list to locate the update that you were trying to install when Windows stopped responding.
5. Click the **Remove** button next to that update, and then follow the steps to remove the update.
6. Download and then install the 885894 update that is described in this article.
7. Restart the computer, and then install the update that previously could not be installed.

The following file is available for download from the Microsoft Download Center:

Collapse this imageExpand this image



[Download the 885894 package now.](#)

(<http://www.microsoft.com/downloads/details.aspx?FamilyId=36DD19DF-BC5E-44B7-A339-6794D97994A2&displaylang=en>)

Release Date: October 8, 2004

For additional information about how to download Microsoft Support files, click the following article number to view the article in the Microsoft Knowledge Base:

[119591](http://support.microsoft.com/kb/119591/) (<http://support.microsoft.com/kb/119591/>) How to obtain Microsoft support files from online services

Microsoft scanned this file for viruses. Microsoft used the most current virus-detection software that was available on the date that the file was posted. The file is stored on security-enhanced servers that help to prevent any unauthorized changes to the file.

The English version of this update has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in coordinated universal time (UTC). When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the **Time Zone** tab in the Date and Time tool in Control Panel.

Date	Time	Version	Size	File name
24-Sep-2004	02:13	5.1.2600.2523	244,736	Acspecfc.dll
24-Sep-2004	02:14		1,192,266	Sysmain.sdb

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STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that ar...

Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section.

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MORE INFORMATION

For additional information, click the following article number to view the artic...

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

[824684](http://support.microsoft.com/kb/824684/) (http://support.microsoft.com/kb/824684/) Description of the Standard Terminology That Is Used to Describe Microsoft Software Updates

The third-party products that this article discusses are manufactured by companies that are independent of Microsoft. Microsoft makes no warranty, implied or otherwise, regarding the performance or reliability of these products.

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APPLIES TO

- Microsoft Windows XP Home Edition Service Pack 2 (SP2)

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kbbug kbfix kbqfe atdownload kbwinxppresp3fix kbwinxpsp3fix kbhotfixserver KB885894
Keywords:

Source: <http://support.microsoft.com/kb/885894/en-us>