Article ID: 949377 - Last Review: May 1, 2009 - Revision: 5.0

When you try to install Windows XP Service Pack, you receive the error message "Access is denied" or "Service Pack installation did not complete"

SYMPTOMS

When you install Windows XP Service Pack 2 (SP2) or Service Pack 3 (SP3), you may receive an error message similar to one of the following:

Service Pack 3 setup error. Access is denied.

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

Or, the Svcpack.log file may contain the following error message:

DoRegistryUpdates failed

CAUSE

These errors can occur if permissions for one or more registry keys are restricted in a way that prevents the service pack from updating the keys. Registry keys can become restricted by certain programs that change the system access control lists (SACL) in the Registry so that administrator accounts cannot alter them. The service pack installer runs under an administrator account (User), and therefore cannot access restricted registry keys. If Windows XP Service Pack cannot update a registry key because it is restricted by another program, the service pack installation fails.

To determine whether an update to the registry has failed, go to the "More Information" section.

RESOLUTION

Use the following troubleshooting methods in the order in which they are presented to resolve the issue. These methods are intended for intermediate to advanced users.

Note You must be logged on to Windows with a user account that is a computer administrator to complete these methods. If this is your personal computer, you are likely already logged on with an administrator account. If this is a computer that is part of a network at work, you might have to ask the system administrator for help. To verify that you are logged on to Windows with a user account that is a computer administrator, visit the following Microsoft Web site:
http://support.microsoft.com/gp/admin
(http://support.microsoft.com/gp/admin)

Method 1: Restart the computer, and then try to download and install Windows XP SP3 from the Microsoft Download Center

If a program is running with a locked file, restarting the computer may unlock the file. To try to unlock the file, exit all programs and restart the computer.

Then try again to download and install the service pack.

If you originally tried to install Windows XP SP3 through Windows Update and it failed, download the full Windows XP SP3 download package from the Microsoft Download Center. After you download the service pack, try to install it. For more information about how to download 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/) How to obtain the latest Windows XP service pack

If this method resolved the error message and if you successfully installed Windows XP SP3, you are finished.

For more information about restoring the default security settings for Windows XP, , click the following article number to view the article in the Microsoft Knowledge Base:

313222 (http://support.microsoft.com/kb/313222/) How do I restore security settings to the default settings?

If this method did not resolve the issue, go to method 2.

Method 2: Restart the computer, and then close or disable any antivirus or antispyware program that may be running

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.

You can reduce the risk of attack by malicious users or malicious software by not visiting other Web sites or downloading files while your antivirus and antispyware program is closed or disabled.

One of the most common causes of installation failure is when a third-party program, such as an antivirus program, holds a file open or locks a file that the service-pack installer needs. To prevent this issue, follow these steps before you install Windows XP SP3:

1. Exit all programs, and then restart the computer.
2. After you restart the computer, close or disable any antivirus or antispyware programs that may be running.

   Note You can disable the programs from the notification area. To do this, right-click the third-party program icon, and then click an option to close or to disable the application. If this option is not available, see the program documentation, or contact the program's manufacturer for instructions.
3. After you close the antivirus program or the antispyware program, install Windows XP SP3 from the full download package that you downloaded in method 1.
4. After Windows XP SP3 installation is complete, restart the antivirus program or the antispyware program that you disabled in step 2.

If this method resolved the error message and if you successfully installed Windows XP SP3, you are finished.

If this method did not resolve the issue, and if you are comfortable trying

advanced troubleshooting steps, go to the "Advanced troubleshooting" section. If you are not comfortable with advanced troubleshooting steps, go to the "Next Steps" section.

ADVANCED TROUBLESHOOTING

This section includes an advanced troubleshooting method to try if the steps in the "Resolution" section do not work. This method is intended for advanced users only.

Method 1: Reset the registry and the file permissions

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

322756 (http://support.microsoft.com/kb/322756/) How to back up and restore the registry in Windows

To reset the registry and file permissions, follow these steps:

1. Download and then install the Subinacl.exe file. To do this, visit the following Microsoft Web site:
   http://www.microsoft.com/downloads/details.aspx?FamilyID=e8ba3e56-d8fe-4a91-93cf-ed6985e3927b&displaylang=en (http://www.microsoft.com/downloads/details.aspx?FamilyID=e8ba3e56-d8fe-4a91-93cf-ed6985e3927b&displaylang=en)

2. Start Notepad.
3. Copy and then paste the following text into Notepad.
   cd /d "%ProgramFiles%\Windows Resource Kits\Tools"
   subinacl /subkeyreg
   HKEY_LOCAL_MACHINE /grant=administrators=f /grant=system=f
   subinacl /subkeyreg
   HKEY_CURRENT_USER /grant=administrators=f /grant=system=f
   subinacl /subkeyreg
   HKEY_CLASSES_ROOT /grant=administrators=f /grant=system=f
   subinacl /subdirectories %
   SystemDrive% /grant=administrators=f /grant=system=f
   subinacl /subdirectories %windir%
   . /grant=administrators=f /grant=system=f
   secedit /configure /cfg %windir%\repair\secsetup.inf /db
   secsetup.sdb /verbose

   Microsoft provides programming examples for illustration only, without warranty either expressed or implied. This includes, but is not limited to, the implied warranties of merchantability or fitness for a particular purpose. This article assumes that you are familiar with the programming language that is being demonstrated and with the tools that are used to create and to debug procedures. Microsoft support engineers can help explain the functionality of a particular procedure. However, they will not modify these examples to provide added functionality or construct procedures to meet your specific requirements.
4. Save this Notepad file as **Reset.cmd**.
5. Double-click the **Reset.cmd** file to run the script.

> **Note** This script file may take a long time to run. You must run this script as an administrator.
>
> 6. Install Windows XP SP3.

If this method resolved the error message and if you successfully installed Windows XP SP3, you are finished.

If this method did not resolve the issue, go to the "Next Steps" section.

How to determine whether the registry update has failed

1. Click **Start**, click **Run**, type **%windir%\svcpack.log**, and then click **OK**. The Svcpack.log file opens.
2. On the **Edit** menu, click **Find**.
3. In the **Find what** box, type **DoRegistryUpdates failed**, and then click **Find Next**.

    If there was a registry update failure, a "DoRegistryUpdates failed" error message is displayed in the file. This indicates that an issue is preventing the registry update. This error message resembles the following:

    xxxx.xxx: DoInstallation:DoRegistryUpdates failed.
    xxxx.xxx: Access is denied.
    xxxx.xxx: Message displayed to the user: Access is denied.

> **Note** In this message, *xxxx.xxx* represents the time stamp of each entry.

Antivirus software

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 more 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/) Computer viruses: description, prevention, and recovery

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If these methods did not work for you, you can use the Microsoft Customer Support Services Web site to find other solutions to your problem. Some services that the Microsoft Customer Support Services Web sites provide include the following:

- Searchable Knowledge Base (http://support.microsoft.com/search/?adv=1) : Search technical support information and self-help tools for Microsoft products.
- Solution Centers (http://support.microsoft.com/select/?target=hub) : View product-specific frequently asked questions and support highlights.
- Microsoft Customer Support Newsgroups (http://www.microsoft.com/communities/newsgroups/default.mspx) : Contact count erparts, peers, and Microsoft Most Valuable Professionals (MVPs).
- Other Support Options (http://support.microsoft.com/default.aspx?pr=csshome) :

Use the Web to ask a question, contact Microsoft Customer Support Services, or provide feedback.

If you continue to have problems, you might want to contact Support:
http://support.microsoft.com/contactus
(http://support.microsoft.com/contactus)

APPLIES TO

- Microsoft Windows XP Service Pack 3
- Microsoft Windows XP Service Pack 2

Keywords: kbexpertisebeginner kbregistry kberrmsg kbtshoot kbprb KB949377

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Contact a support professional by E-mail, Online, or Phone

Help and Support

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