

## Re: Excellent help in overcoming obstacles to install XP SP2

**Source:**

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2005-04/0566.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2005-04/0566.html)

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*robert.vandehey\_at\_snc.edu*

**Date:** 04/11/05

Date: 11 Apr 2005 07:49:48 -0700

Sorry about a spelling error in the original; I rechecked the spelling three times before posting but missed "Carren Zhu, one of Miresoft's technical support staff members" where "Miresoft's" should have been spelt "Microsoft's."

robert.vandehey@snc.edu wrote:

- > *About March 15 I posted the following message to Microsoft Online*
- > *Support Service:*
- >
- > *"For the past month I have been trying unsuccessfully to install your*
- > *XP SP2 application (three time over two weeks by downloading it*
- > *online,*
- > *then three times over the past week from a CD sent by mail). Thank*
- > *you*
- > *for the latter.*
- > *"Each time the download and installation seemed to proceed*
- > *satisfactorily for about an hour and ten minutes. But then (I noticed*
- > *after the third trial using the CD) it stalled when installing the*
- > *HPFUD59.DLL file; it appeared to try to do that for about 20-30*
- > *seconds*
- > *before the installation window disappeared. Shortly thereafter*
- > *another*
- > *window popped up with the message, "Access denied" with some words to*
- > *the effect that installation failed. Subsequently, it took the*
- > *Removal*
- > *Wizard about 30 minutes to undo everything."*
- >
- > *Carren Zhu, one of Miresoft's technical support staff members, was*
- > *exceptionally helpful over a week, responding to the above message*
- > *and*
- > *(in a series of exchanges with me) walking me through the*
- > *installation*
- > *of SP2 step by step*
- > *1) first to download it from a CD in Safe Mode, then*
- > *2) when installation still stalled at the HUPFUD50.DLL file,*

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- > *instructing me how to find and rename it, then*
- > *3) when that failed instructing me how to send copies of Svcpack and*
- > *Setupapi log files and screenshots to show her what I was*  
*experiencing*
- > *and then*
- > *4) showing me how to change the registry permissions when*  
*installation*
- > *subsequently stalled on the UNIDRC.DLL file, then when that didn't*  
*work,*
- > *5) sending me a [secedit.zip] file to copy and paste into the*  
*System32*
- > *Help folder and (in case that failed) directing me to How To Reset*  
*Security Settings Back to the Defaults at*
- > *<<http://support.microsoft.com/?kbid=313222>>.*
- >
- > *I needed the latter to FINALLY successfully install the XP Service*  
*Pack*
- > *2 with the case closed Sat, 26 Mar 2005.*
- >
- > *Give Carren five stars for helping me FINALLY install SP2 on my*  
*computer !!!!!*
- >
- > *With the many postings here complaining about difficulties in*  
*installing SP2, I thought I'd post one offering kudos for Microsoft's*  
*help. I wish I had posted this earlier with April 15 arriving so*  
*shortly, the date when Microsoft plans to install SP2 automatically*  
*on*
- > *computers that have not installed it earlier. I wonder what*  
*difficulties that will cause.*
- >
- > *~ Robert Vande Hey*