Windows XP SP3 Installation Issues

Problem: When you try to install Service Pack 3 on a Windows XP machine and are logged in as the local administrator (or any other account for that matter) you may receive the following error message, and will mostly occur during the backing up files part of the SP3 installation but not always.

Service Pack 3 could not backup the following registry key
HKCR\MsTscAx.MsTscAx.4
to file: c:\windows\$NtServicePackUninstall$\reg00242

Then when you click on Abort you will see the following.

Service Pack 3 Could Not Be Installed
Access Denied

To fix this issue in MOST CASES BUT NOT ALL please see the solution below

Solution: The first thing you will need to do is log on to this machine as a Local Administrator. Next go to start/run and type regedit and make a backup of your system registry. After you have done this open up Internet Explorer and go to the following link to download subinacl.exe (http://www.microsoft.com/downloads/details.aspx?FamilyID=e8ba3e56-d8fe-4a91-93cf-ed6985e3927b&displaylang=en). Once you have downloaded subinacl.exe double-click on it and follow the prompts. Now open up notepad and create a file called reset.cmd copy the following text below into that file and save it.

```
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%\inf\defltbase.inf /db defltbase.sdb /verbose
```

Now that you have done this double click on the file and it will run automatically. ***Note: This may take a very long time to complete so be patient!!!*** Once it finishes reboot the machine in Safe Mode and try to reinstall Service Pack 3. It should install without any problems, and you should be able to reboot the machine back into windows once the install finishes and continue with the update process (If there are any remaining updates that you would like to have installed on that machine.

Additional sources

http://www.experts-exchange.com/OS/Microsoft_Operating_Systems/Windows/XP/Q_24318251.html#a24133075