

Troubleshooting Guide

How to remove Windows XP Service Pack 2 from your computer

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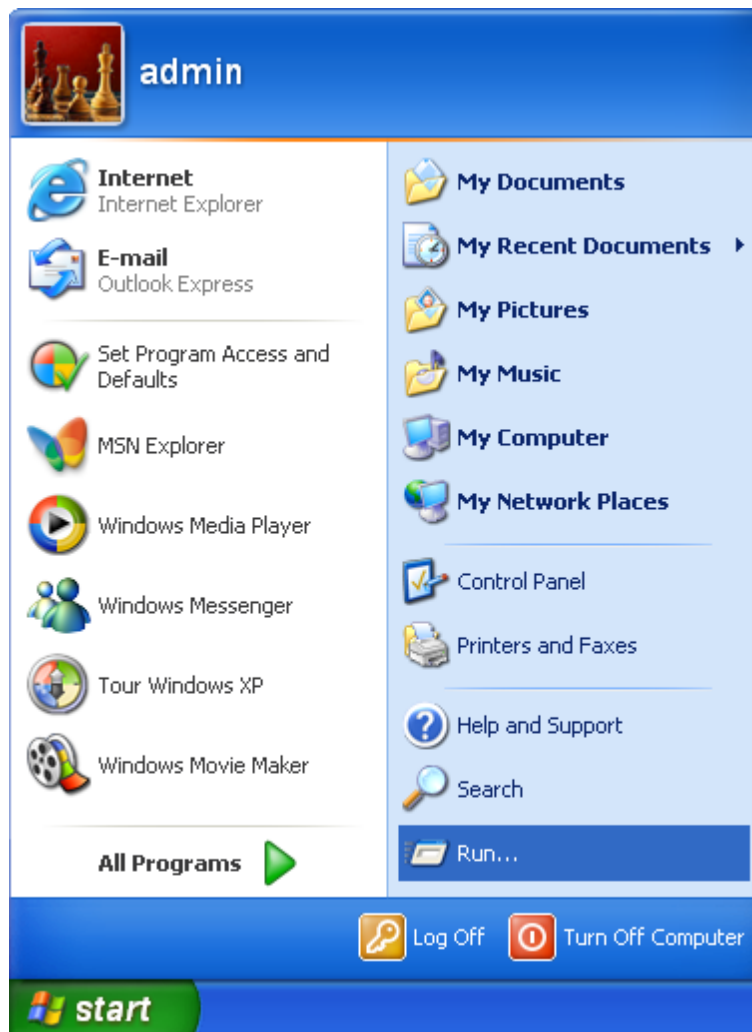
Some of the EMCO Products don't work properly on machines having Windows XP Service Pack 2 installed on it unless it is configured properly on those machines. You refer to the documentation of a specific product on configuring SP2 to work properly with EMCO products. You can also uninstall Windows XP Service Paks 2 from a machine. This document describes different way to safely remove Windows XP Service Pack 2 from a machine.

Microsoft Windows XP SP2 can be uninstalled from a machine using any of the following ways.

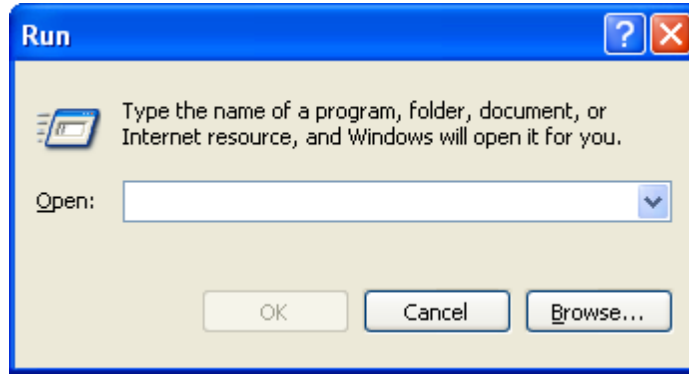
- ▲ Using Add or Remove Programs tool in Control Panel
- ▲ Using hidden \$NtServicePackUninstall\$ folder
- ▲ Using System Restore process
- ▲ Using Recovery Console

Using Add or Remove Programs tool in Control Panel

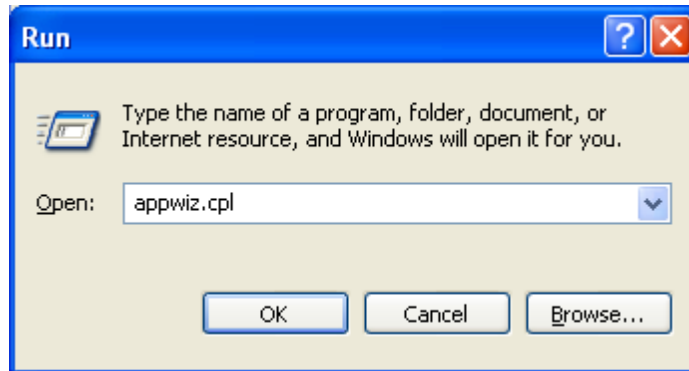
1. Click **Start** button shown on the lower left corner of your desktop; a popup menu will appear on you screen.
2. Click **Run** on the popup menu.



3. **Run** dialog box will appear on the screen.

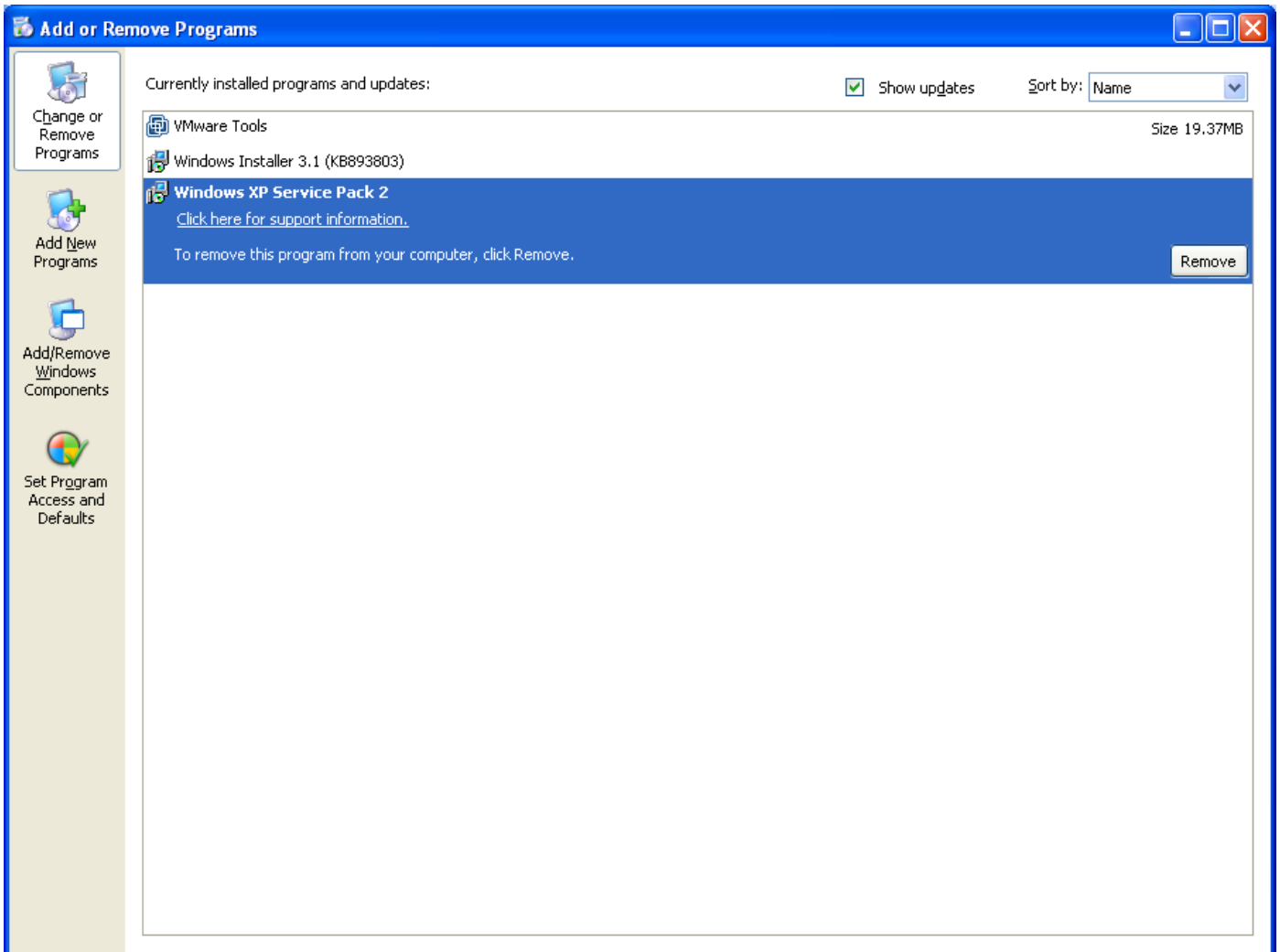


4. Type **appwiz.cpl** in the **Open** textbox.



5. Click **OK** button.

- Click to select the **Show Updates** check box.
- Click **Windows XP Service Pack 2** in the installed programs list.

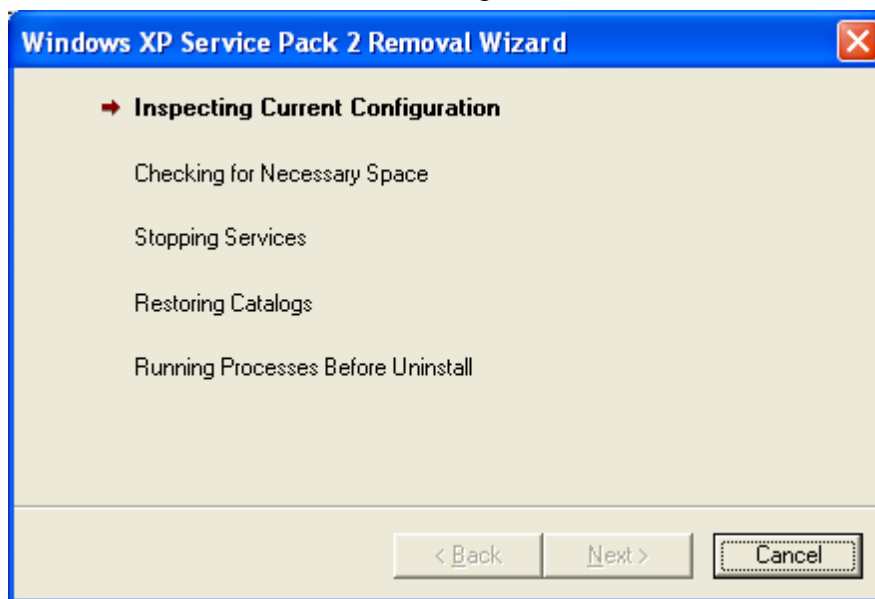


- And click **Remove** button.

9. **Windows XP Service Pack 2 Removal Wizard** will appear on the screen.
10. Click **Next** button on the dialog box.



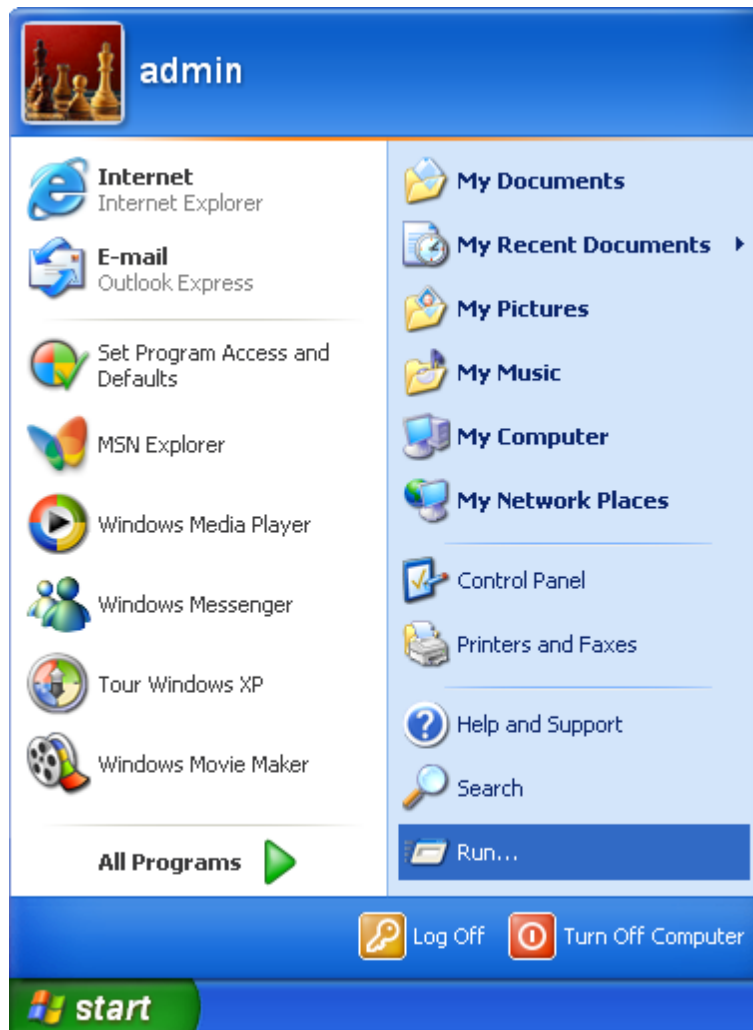
11. **Uninstall of Windows XP Service Pack 2** will now begin.



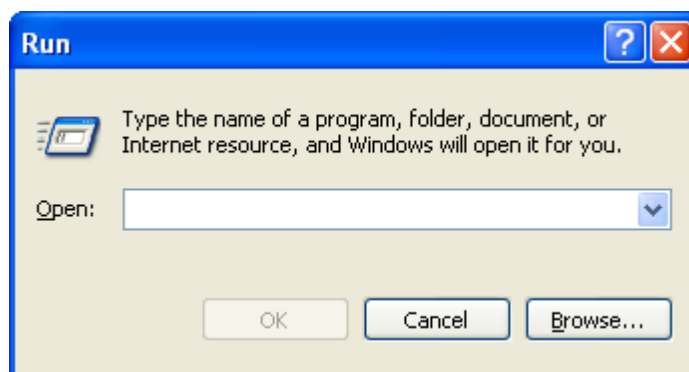
12. This will uninstall **Windows XP Service Pack 2** from this machine.

Using hidden \$NtServicePackUninstall\$ folder

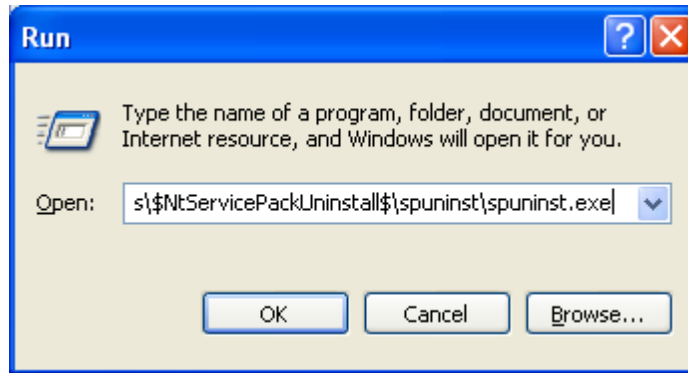
1. Click **Start** button shown on the lower left corner of your desktop; a popup menu will appear on you screen.
2. Click **Run** on the popup menu.



3. **Run** dialog box will appear on the screen.



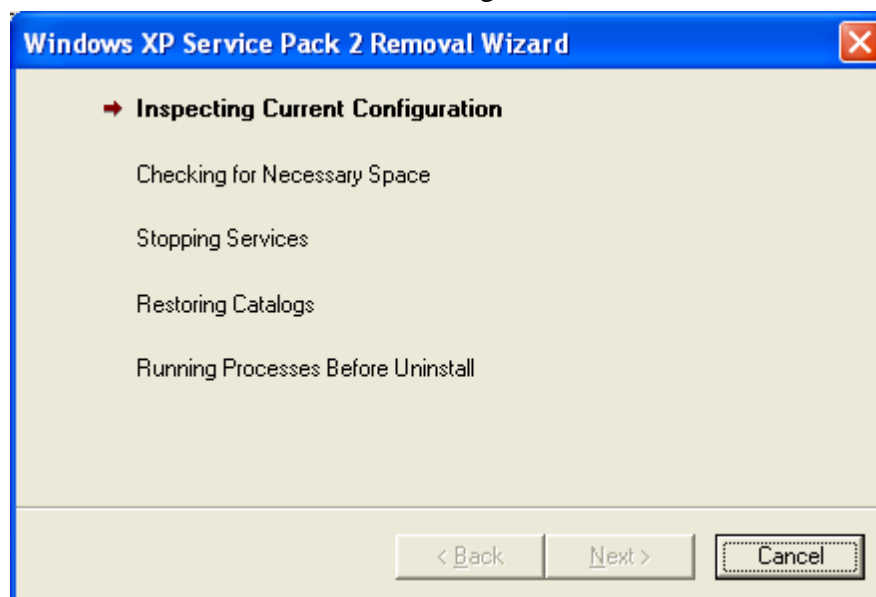
4. Type in `c:\windows\$NtServicePackUninstall$\spuninst\spuninst.exe` in the **Open** textbox.



5. Click **OK** button.
6. **Windows XP Service Pack 2 Removal Wizard** will appear on the screen.
7. Click **Next** button on the dialog box.



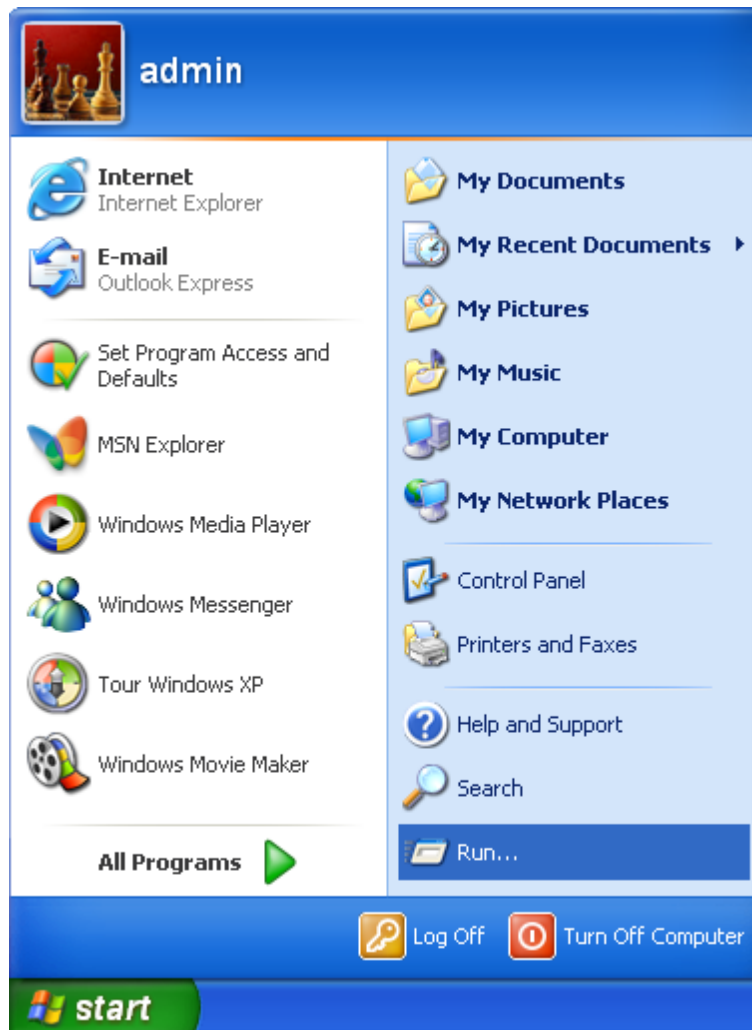
8. **Uninstall** of **Windows XP Service Pack 2** will now begin.



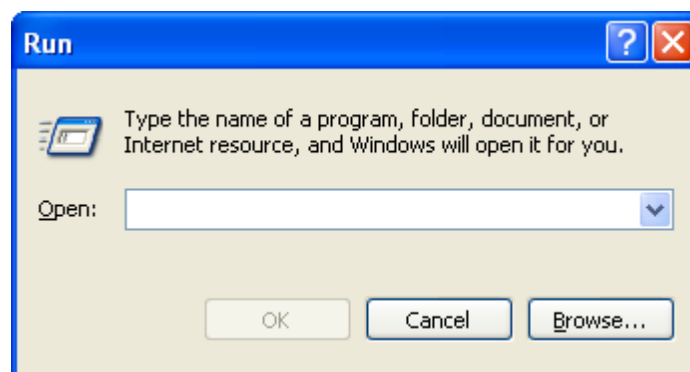
9. This will uninstall **Windows XP Service Pack 2** from this machine.

Using System Restore process

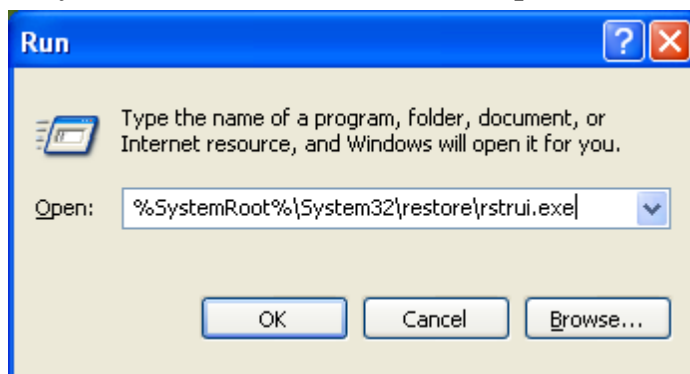
1. Click **Start** button shown on the lower left corner of your desktop; a popup menu will appear on you screen.
2. Click **Run** on the popup menu.



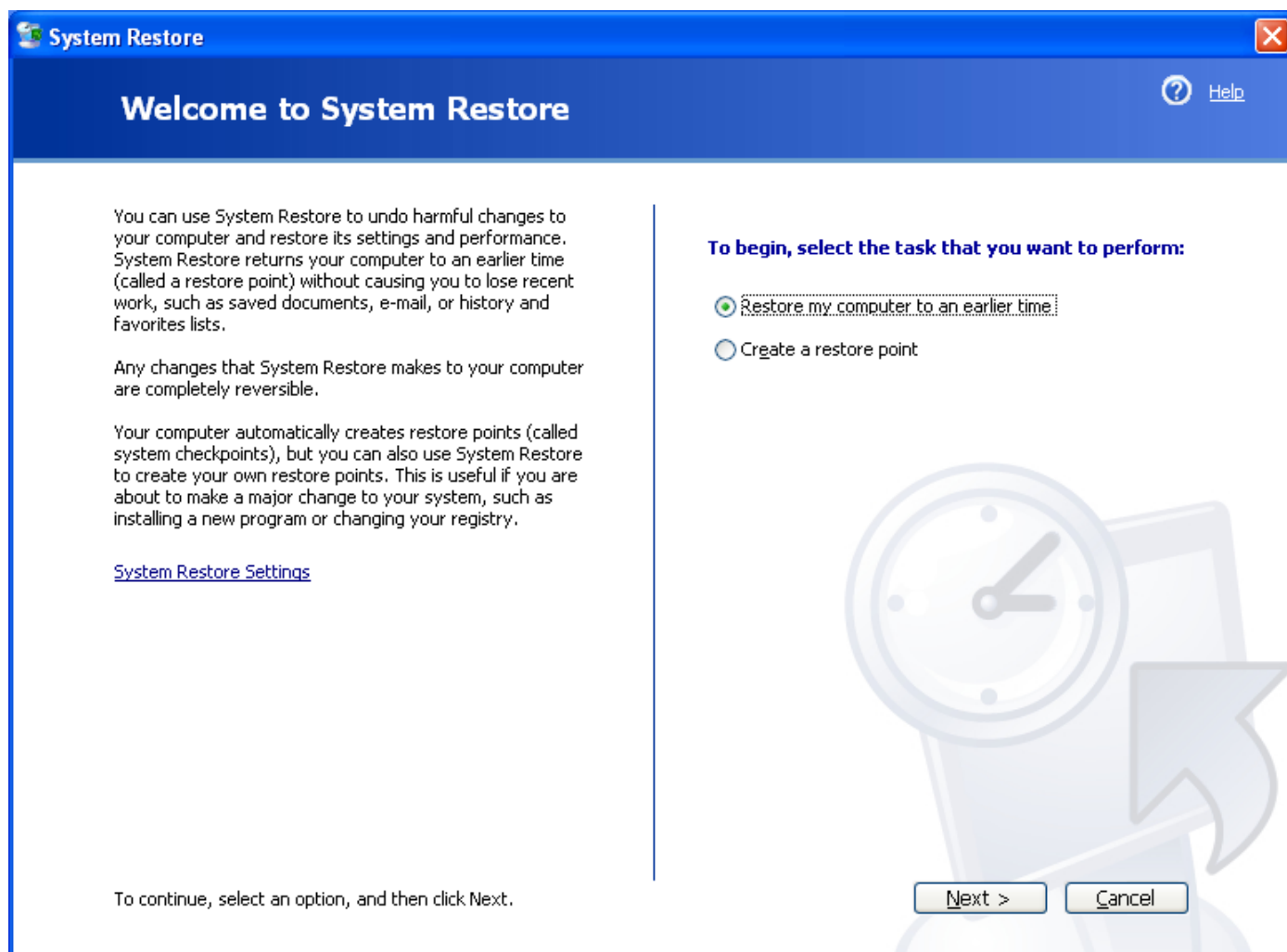
3. **Run** dialog box will appear on the screen.



4. Type in `%SystemRoot%\System32\restore\rstrui.exe` in the **Open** textbox.



5. And click **OK** button.
6. **System Restore** dialog box will appear on your screen.



7. Click **Restore** my computer to an earlier time.

System Restore
?
Help

Select a Restore Point

The following calendar displays in bold all of the dates that have restore points available. The list displays the restore points that are available for the selected date.

Possible types of restore points are: system checkpoints (scheduled restore points created by your computer), manual restore points (restore points created by you), and installation restore points (automatic restore points created when certain programs are installed).

1. On this calendar, click a bold date. 2. On this list, click a restore point.

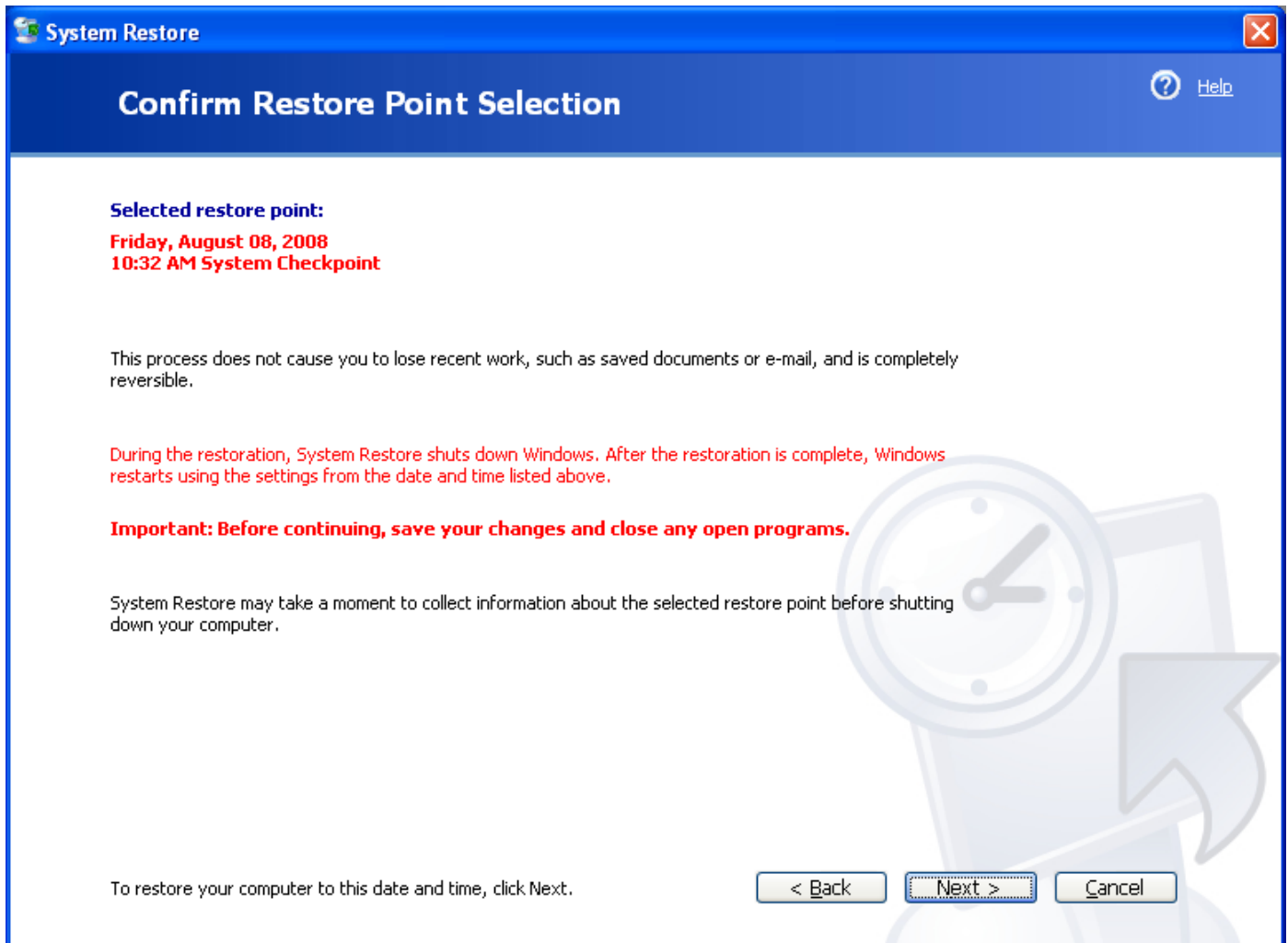
August, 2008						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Friday, August 08, 2008

10:32:56 AM System Checkpoint

< Back
Next >
Cancel

8. And click **Next** button.



9. Click the date that you installed **Windows XP SP2**, and then click Installed **Window XP Service Pack 2** in the Restore Point box.
10. You will be asked to confirm that you want to restore you machine on selected restore point; click Next button.
11. This will start restoring you machine to the selected restore point.
12. This may ask you to restart you machine.
13. When your machine restarts a message will be displayed informing you that your machine has been restored on the selected restore point.

Using Recovery Console








Before continuing please keep in mind that; if you use Registry Editor incorrectly, this can result in serious problems that may require you to reinstall your operating system.

EMCO Software cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

If you cannot successfully remove Windows XP SP2 by using one of the previous methods, follow these steps:

1. Insert the Windows XP startup disk in your floppy disk drive or insert the Windows XP CD in the CD drive or in the DVD drive.
2. Now restart your computer.
3. Change you bios settings to boot from the startup disk or Windows XP CD.
4. When you restart your machine you will receive a message saying; press a key to start your computer from the Windows XP CD; Press any key to boot from CD

5. When you receive the Welcome to Setup message, press R to start the Recovery Console.
6. Select the Windows XP installation in question.
 -  You must select a number before you press ENTER, or the computer will restart. Typically, only the 1: C:\Windows selection is available.
7. If you are prompted to type an administrator password, do so. If you do not know the administrator password, press ENTER. (Typically, the password is blank.)
 -  You will not be able to continue if you do not have the administrator password.
8. At the command prompt, type `cd $ntservicepackuninstall$\spuninst`, and then press ENTER.
 -  After you complete this step, you cannot stop the removal process.
9. At the command prompt, type `batch spuninst.txt`, and then press ENTER.
 -  The Spuninstal.txt file appears. As the file scrolls down, you will see errors and files being copied. This is normal behavior.
10. After Windows XP SP2 is removed, type `exit`, and then press ENTER.
11. Restart your computer in Safe Mode. To do this, press F8 as the computer restarts.
 -  After you restart, the system may lock up with a black screen. (Your mouse will work.) In this case, restart again by turning the computer off and then back on. The second restart will let you to log on.
12. When your computer restarts, Windows Explorer (Explorer.exe) does not run, and the Windows icons and the Start button are unavailable. To resolve this problem, follow these steps:
 - a. Press CTRL+ALT+DEL to start Task Manager.
 - b. Click File, and then click New Task (Run...).
 - c. In the Open box, type `regedit`, and then click OK.
 - d. Locate and then click the following registry subkey:
 - e. `HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\RpcSs`
 - f. On the right side of the viewing pane, right-click ObjectName, click Modify, type LocalSystem in the Value data box, and then click OK.
 - g. Restart your computer

Use one of the previous methods to remove Windows XP SP2 from your computer.