

Re: KB831464 will not install

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2005-11/msg00329.html>

- *From:* Andy David – MVP <adavid@xx>
 - *Date:* Mon, 07 Nov 2005 13:27:58 –0500
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On Mon, 7 Nov 2005 12:18:16 –0600, "Ben Winzenz [Exchange MVP]" <ben_winzenz@NOSPAMdotmessageonedotcom> wrote:

>First of all, Exchange service packs are cumulative. There is no need to
>install SP1 *before* installing SP2.

Though be aware of this just in case.

<http://support.microsoft.com/?kbid=910119>

"Users receive a "Loading" message when they use OWA to access their mailbox after they apply a hotfix or a service pack to Exchange Server 2003"

>

>Second, this hotfix appears to be a pre-SP1 hotfix. Checking
><http://support.microsoft.com/kb/824721> indicates that it is indeed included
>with SP1. Keep in mind here that Hotfixes are not as widely tested as
>Service Packs.

>

>My recommendation would be to:

- >1. Install Windows 2003 SP1. If you for some reason still see this error,
>you may want to figure out if something has that file locked. Process
>Explorer NT from SysInternals could be helpful here in letting you know what
>process is using that file.
 - >2. Install Exchange 2003 SP2 (no need to install SP1 first).
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• *References:*

- ◆ ***Re: KB831464 will not install***
 - ◇ *From:* Ben Winzenz [Exchange MVP]
- Prev by Date: ***Clear Exchange 2003 SMTP queues without losing good inbound and outbound email***
- Next by Date: ***Re: Backups, Maintenance logs***

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