

## Error in Exchange SP3 installation

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.general/2004-02/0322.html>

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Hi All,

I hope someone can help. I have had a look through the newsgroup but havent quite found what I am looking for.

I have just upgraded our Windows 2000 Server (running Exchange 2000 Server) to Service Pack 4. I then upgraded Exchange to Service Pack 3. However during the installation I get the following error message:

Setup failed while installing sub-component Routing Engine with error code 0xC103798A (please consult the installation logs for a detailed description. You may cancel the installation or try the failed step again.

In the logs I get the following:

```
[20:03:28] Interpreting line <CreateProcess:C:\Program
Files\Exchsrvr\bin;regsvr32 /s e2kdsn.dll;180000>
[20:03:28] Process created ... waiting (180000)
[20:03:29] Process has exited with 0x000003
[20:03:29] The command
```

```
regsvr32 /s e2kdsn.dll
```

```
failed, returning error code 3 (The system cannot find the path
specified.). ScCreateProcess
(y:\admin\src\libs\exsetup\hiddenw1.cxx:1803)
Error code 0XC103798A (31114): An internal component has
failed.
```

Having searched the Exchange server it appears e2kdsn.dll does not exist. Does anyone have any idea where I can go from here????

Any help would be appreciated.

Regards,

microsoft.public.exchange2000.general: Error in Exchange SP3 installation

Michael.