

RE: setupsql.exe hangs. Cannot Install SQL server 2K

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<http://www.tech-archive.net/Archive/SQL-Server/microsoft.public.sqlserver.programming/2004-05/4076.html>

From: vishal subramaniam (*vishalsu_at_microsoft.com*)

Date: 05/19/04

Date: Wed, 19 May 2004 06:32:54 GMT

vishalsu@online.microsoft.com

RESOLUTION:

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The following information should be helpful:

Q. When I run the SQL Server 2000 setup, it just hangs. What do I do?

A. In this situation, minimize the Setup window (and other windows if necessary) to see whether there are any message boxes relating to File Copy or File Sharing. You must respond to any such messages before Setup can proceed.

Q. What should I do if the installation of SQL Server 2000 is unsuccessful?

A. If you have an unsuccessful installation, you can examine two files to help determine what went wrong. The Sqlstp.log file, which is located in the Windows directory, gives detailed information on what setup is doing and contains all errors encountered during setup. Reviewing this file will give you a better understanding of where setup fails and why.

During the configuration portion of setup, SQL Server setup runs an application called Cnfgsvr.exe to configure the SQL Server. This application starts SQL Server, connects to it, and then runs the initial installation scripts. Any error encountered during this process is also written to the Sqlstp.log file; however, you should also review the SQL Server error log, named "Errorlog" with no file extension, located by default in the Program Files\Microsoft SQL Server\Mssql\Log directory. This error log contains errors that SQL Server encounters when setup attempts to start SQL Server, which may provide further insight into the failure.

If you cannot determine the cause of the Setup failure, save the two files just mentioned and call Microsoft Product Support Services (PSS) to speak to a SQL Server Support Professional who will help you to resolve your problem. Note that when the Setup application fails, it rolls back all

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changes to the file system, which includes removing any copied files and changes that were made to the registry.

One other component that you might want to examine is the Microsoft Data Access Components (MDAC) setup, which is launched as part of the SQL Server 2000 setup. SQL Server 2000 setup installs MDAC 2.6. The MDAC setup creates a separate log file named Dasetup.log; you can review this log file and make sure that there are no issues with the MDAC setup. If you notice any problems with the MDAC installation, follow the steps in the following article in the Microsoft Knowledge Base for a successful installation of the MDAC components:

232060 MDAC Setup troubleshooting guide

After this, you can try to install SQL Server 2000 again. For additional information on MDAC, see the following Microsoft Web site:

<http://msdn.microsoft.com/library/default.asp?url=/nhp/Default.asp?contentid=28001860>

LINKS:

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<http://support.microsoft.com/default.aspx?scid=kb:en-us:257716>

Frequently Asked Questions – SQL Server 2000 – Setup

HTH

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