

Re: Unable to Install SQL2005 SP2

Source:

<http://www.tech-archive.net/Archive/SQL-Server/microsoft.public.sqlserver.setup/2007-04/msg00048.html>

- From: "Chris Wood" <anonymous@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - Date: Thu, 5 Apr 2007 10:36:29 -0600
-

Henry,

The SQL Support: Failed is the key here. The upgrade does not believe that you have SQL2005 installed. Are you trying to upgrade with the right package? By this I mean 32 bit version or 64 bit or SQL2005 Standard/Enterprise against SQLExpress?

Chris

"HenryT" <HenryT@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:56CA5F59-9F72-406B-B13D-9C36830F6A13@xxxxxxxxxxxxxxxxxxxx

Chris,

Below is the summary.txt from the Hotfix folder. As you will see, the setup could only detected two products MSXML 6.0 Parser and SQLXML4. Thanks in advance!

Henry

Time: 04/04/2007 12:04:50.383
KB Number: KB921896
Machine: G1DSQL20
OS Version: Microsoft Windows 2000 Advanced Server Service Pack 4 (Build 2195)
Package Language: 1033 (ENU)
Package Platform: x86
Package SP Level: 2
Package Version: 3042
Command-line parameters specified:
Cluster Installation: No

```
*****
Prerequisites Check & Status
SQLSupport: Failed
*****
```

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Products Detected Language Level Patch Level
Platform Edition
MSXML 6.0 Parser ENU 6.10.1129.0
x86
SQLXML4 ENU 9.00.3042.00
x86

Products Disqualified & Reason
Product Reason

Processes Locking Files
Process Name Feature Type User Name
PID

Product Installation Status
Product : MSXML 6.0 Parser
Product Version (Previous): 1129
Product Version (Final) : 6.10.1129.0
Status : Success
Log File : C:\Program Files\Microsoft SQL Server\90\Setup
Bootstrap\LOG\Hotfix\Redist9_Hotfix_KB921896_msxml6.msi.log
Error Number : 0
Error Description :

Product : SQLXML4
Product Version (Previous): 3042
Product Version (Final) : 3042
Status : Success
Log File : C:\Program Files\Microsoft SQL Server\90\Setup
Bootstrap\LOG\Hotfix\Redist9_Hotfix_KB921896_sqlxml4.msi.log
Error Number : 0
Error Description :

Summary
Success
Exit Code Returned: 0

"Chris Wood" wrote:

Henry,

What we need to look at is the Summary_?.txt file in C:\Program
Files\Microsoft SQL Server\90\Setup Bootstrap\LOG\Hotfix folder. The ?

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will
be either 0,1,2 or nothing. This is the result of the upgrade. Inside it
will be the section on the failed component upgrade.

Chris

"HenryT" <HenryT@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:4A0383C1-675A-460F-8973-125861196205@xxxxxxxxxxxxxxxxxxxx

Chris,

Thank you for replying quickly! The SP2 installation only
showed
status
"success" for MSXML 6.0 Parser and SQLXML4. I include
the SP2
installation
log for your review. Please let me know if there's other logs
that can
be
helpful. I tried to include the install log in this reply but it is
too
big.
The log file name is at "C:\Program Files\Microsoft SQL
Server\90\Setup
Bootstrap\LOG\Hotfix\Redist9_Hotfix_KB921896_msxml6.msi.log".
I opened
this log file and did not find any occurrences of "error" .
There's one
occurrence of "fail" which is shown below:
=====
Property(S): SupportedOSMessage = Installation of this
product failed
because it is not supported on this operating system. For
information
on
supported configurations, see the product documentation.
=====

Thank you so much for your help!
Henry

"Chris Wood" wrote:

Henry,

Do you have the log of the error? We might
be able to help given that
info.

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Chris

"HenryT"

<HenryT@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:C8A854D4-9549-485D-9281-17E5E8DE08B6@xxxxxxxxxxxxxxxxxxxx

I was not able to apply
SQL2005 SP2 to a
SQL2005 box with SP1 plus
cumulative
hot fix package
SQL2005-kb918222. If
anyone has the answer,
please
help.

Below is information
regarding this server:

1. Installed SQL2005 with
two instances
2. Applied SQL 2005 SP1
without any problems.

Product name is

SQLServer2005SP1-KB913090-x86-ENU.exe

3. Applied cumulative
hotfix packages (Build
2153) including
sql2005-kb918222-x86-enu.exe,
as2005-kb918222-x86-enu.exe,
dts2005-kb918222-x86-enu.exe,
ns2005-kb918222-x86-enu.exe,
rs2005-kb918222-x86-enu.exe,
sqltools2005-kb918222-x86-enu.exe

4. Tried to apply SQL2005
SP2 but FAILED.

5. Current version of
SQL2005 server is 9.0.2153

I also discovered the
following problems after
applying hotfix
package:

- SS Configuration
Manager doesn't show any
services even all SQL
services
started fine.
- Surface Area Config tool
doesn't see any SQL
components

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- "Add or Remove Program" can not uninstall any of the hotfixes KB91822
- SP2 Install Wizard doesn't list all services for update. It lists only MSXML 6.0 Parser and SQLXML4

For servers without SP1 and Hotfixes, SP2 was applied without any problems.
Thanks in advance for any help!