

Unable to update or uninstall SQL Server 2005 Express

Source:

<http://www.tech-archive.net/Archive/SQL-Server/microsoft.public.sqlserver.setup/2007-04/msg00145.html>

- *From:* Eric F <emf@xxxxxxxxxx>
 - *Date:* Thu, 19 Apr 2007 16:17:26 GMT
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OK,

I think I've searched all the current messages in this group, and I can't find a reference to the problem I'm having. I have a WinXPSP2 box running SQL Server 2005 Express and SQL Server 2005 standard. Automatic Updates downloaded the update for SQL05 Express SP1, but it won't install. I get an error 1612, and the log files shows that "the installation source can not be found". I've been working on this for a while, with the ultimate target of upgrading both SQL Server and SS Express to SP2. I can't unistall SQL Express, either – I get the same error. I suspect I've done enough damage to the installation settings that I'll need to manually recover – is there a manual technique for completely uninstalling SQL Server express, so that I can start over?

Here's the log from my last effort to reinstall SP1 – I set up a folder on my C drive to hold the install files.

Thanks,

Eric

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=== Verbose logging started: 4/19/2007 12:09:12 Build type: SHIP
UNICODE 3.01.4000.2435 Calling process:
C:\SQLEXPRESSSP1Install\setup.exe ===
MSI (c) (74:68) [12:09:12:203]: Resetting cached policy values
MSI (c) (74:68) [12:09:12:203]: Machine policy value 'Debug' is 0
MSI (c) (74:68) [12:09:12:203]: ***** RunEngine:
***** Product:
C:\SQLEXPRESSSP1Install\Setup\SqlSupport.msi
***** Action:
***** CommandLine: *****
MSI (c) (74:68) [12:09:12:203]: Client-side and UI is none or basic:
Running entire install on the server.
MSI (c) (74:68) [12:09:12:203]: Grabbed execution mutex.
MSI (c) (74:68) [12:09:12:250]: Cloaking enabled.
MSI (c) (74:68) [12:09:12:250]: Attempting to enable all disabled
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priveleges before calling Install on Server

MSI (c) (74:68) [12:09:12:265]: Incrementing counter to disable shutdown. Counter after increment: 0

MSI (s) (80:EC) [12:09:12:281]: Grabbed execution mutex.

MSI (s) (80:B8) [12:09:12:281]: Resetting cached policy values

MSI (s) (80:B8) [12:09:12:281]: Machine policy value 'Debug' is 0

MSI (s) (80:B8) [12:09:12:281]: ***** RunEngine:

***** Product:

C:\SQLEXPRESSSP1INSTALL\Setup\SqlSupport.msi

***** Action:

***** CommandLine: *****

MSI (s) (80:B8) [12:09:12:281]: Machine policy value

'DisableUserInstalls' is 0

MSI (s) (80:B8) [12:09:12:296]: File will have security applied from OpCode.

MSI (s) (80:B8) [12:09:12:343]: SOFTWARE RESTRICTION POLICY: Verifying package --> 'C:\SQLEXPRESSSP1INSTALL\Setup\SqlSupport.msi' against software restriction policy

MSI (s) (80:B8) [12:09:12:343]: SOFTWARE RESTRICTION POLICY:

C:\SQLEXPRESSSP1INSTALL\Setup\SqlSupport.msi has a digital signature

MSI (s) (80:B8) [12:09:12:484]: SOFTWARE RESTRICTION POLICY:

C:\SQLEXPRESSSP1INSTALL\Setup\SqlSupport.msi is permitted to run at the 'unrestricted' authorization level.

MSI (s) (80:B8) [12:09:12:484]: End dialog not enabled

MSI (s) (80:B8) [12:09:12:484]: Original package ==>

C:\SQLEXPRESSSP1INSTALL\Setup\SqlSupport.msi

MSI (s) (80:B8) [12:09:12:484]: Package we're running from ==>

C:\WINDOWS\Installer\1141f70.msi

MSI (s) (80:B8) [12:09:12:484]: APPCOMPAT: looking for appcompat database entry with ProductCode

'{53F5C3EE-05ED-4830-994B-50B2F0D50FCE}'.

MSI (s) (80:B8) [12:09:12:484]: APPCOMPAT: no matching ProductCode found in database.

MSI (s) (80:B8) [12:09:12:484]: MSCOREE not loaded loading copy from system32

MSI (s) (80:B8) [12:09:12:484]: Couldn't find local patch ". Looking for it at its source.

MSI (s) (80:B8) [12:09:12:484]: Resolving Patch source.

MSI (s) (80:B8) [12:09:12:484]: User policy value 'SearchOrder' is 'nmu'

MSI (s) (80:B8) [12:09:12:484]: User policy value 'DisableMedia' is 0

MSI (s) (80:B8) [12:09:12:484]: Machine policy value

'AllowLockdownMedia' is 0

MSI (s) (80:B8) [12:09:12:484]: SOURCEMGMT: Media enabled only if package is safe.

MSI (s) (80:B8) [12:09:12:484]: SOURCEMGMT: Looking for sourcelist for product {EE92F683-5F5C-4970-BB0B-9AC591B60268}

MSI (s) (80:B8) [12:09:12:484]: Note: 1: 1706 2:

{EE92F683-5F5C-4970-BB0B-9AC591B60268} 3:

MSI (s) (80:B8) [12:09:12:484]: SOURCEMGMT: Failed to resolve source

MSI (s) (80:B8) [12:09:12:484]: Note: 1: 1708

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MSI (s) (80:B8) [12:09:12:484]: Note: 1: 2729

MSI (s) (80:B8) [12:09:12:484]: Note: 1: 2729

MSI (s) (80:B8) [12:09:12:484]: Product: Microsoft SQL Server Setup
Support Files (English) -- Installation failed.

MSI (s) (80:B8) [12:09:12:484]: MainEngineThread is returning 1612

The installation source for this product is not available. Verify
that the source exists and that you can access it.

C:\SQLEXPRESSSP1Install\Setup\SqlSupport.msi

MSI (c) (74:68) [12:09:12:593]: Decrementing counter to disable
shutdown. If counter >= 0, shutdown will be denied. Counter after
decrement: -1

MSI (c) (74:68) [12:09:12:593]: MainEngineThread is returning 1612

=== Verbose logging stopped: 4/19/2007 12:09:12 ===

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