

## Can't create new portal area: WSS SP2 installed via automatic upda

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*Source:*

<http://www.tech-archive.net/Archive/SharePoint/microsoft.public.sharepoint.portalserver/2006-04/msg00687.html>

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  - *Date:* Tue, 25 Apr 2006 16:50:01 -0700
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Here's my problem in a nutshell: I suspect that wss sp2 has been incorrectly applied to my sharepoint server via automatic updates and now I'm not sure how to clean up the mess.

We have a Windows Server 2003 box (w/out SP1) running WSS 2.0 and SPS 2003. Automatic Updates is enabled on this server.

I recently got this error when trying to create a new SPS area: "An error has occurred in the portal site. Contact the portal site administrator for assistance." I found this KB article (<http://support.microsoft.com/Default.aspx?id=910764>) which basically blames it on wss sp2.

I've never explicitly installed wss sp2, but according to the sp2 description (kb id=887624) of how to tell whether the service pack is installed, most of my files match the sp2 version numbers (e.g. stsadm.exe = 11.0.6551.0, owssvr.dll = 11.0.6568.0, etc).

But when I go to the SPS Central Administration site and click the "Configure virtual server settings from the Virtual Server List page" link, it loads a WSS Virtual Server List page that seems to say that I'm on WSS sp1 because the version number associated with my portal site is 6.0.2.6361 and the rightmost column says "upgrade". And when I click the site link I don't get the "Virtual Server Settings" page as expected, I get a help file page implying I should run "stsadm.exe -o upgrade".

So I think I have a half-installed service pack, but I'm not sure where to go from here. Should I simply upgrade the virtual server via stsadm? e.g. stsadm.exe -o upgrade -url <http://SPSite> (wss help page) or stsadm.exe -o upgrade -forceupgrade (KB id=910764).

Or should I download wss sp2 and start the install from scratch? I'm assuming I have to move forward because sp2 apparently can't be uninstalled.

Also, how does Windows Server 2003 SP1 affect things? It's not currently installed on that server, but it will be sooner or later. Should I install it before I install the Sharepoint stuff, or does it matter?

Note, I'm primarily a developer (who still has a lot to learn about server

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admin); any advice will be appreciated. Thanks,  
— KC Matt

p.s. my apologies for cross posting such a long post, but I truly wasn't sure which forum was more appropriate. I think the root of my problem is WSS, but the error occurs in SPS and any solution/advice can't ignore the existence of my portal.