

microsoft.public.windows.server.sbs: RE: 'Intranet' component will not install

## RE: 'Intranet' component will not install

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-02/4272.html>

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**From:** Bill Peng [MSFT] ([v-bpeng\\_at\\_online.microsoft.com](mailto:v-bpeng_at_online.microsoft.com))

**Date:** 02/14/05

Date: Mon, 14 Feb 2005 07:01:47 GMT

Hi James,

Thank you for the update.

Please make sure that you've followed the steps I mentioned in the previous reply.

If the problem persists, unfortunately, we're not able to recover it by simply restoring the companyweb folder with the database.

Then, please follow the instruction I mentioned before to contact PSS or VAP newsgroup to obtain further support on this issue. They will gather related log and analyze the issue for you.

Thank you for your understanding and we look forward to working with you here again.

Have a nice day!

Bill Peng  
MCSE 2000, MCDBA  
Microsoft Online Partner Support

When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

=====

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<https://partner.microsoft.com/US/technicalsupport/supportoverview/>

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If you are outside the United States, please visit our International Support page:

<http://support.microsoft.com/default.aspx?scid=%2finternational.aspx>.

=====  
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-----  
>Thread-Topic: 'Intranet' component will not install  
>thread-index: AcUQYJpryPhubbhkTgCfPeKBRezCgQ==  
>X-WBNR-Posting-Host: 217.154.95.70  
>From: "=?Utf-8?B?d3JhZ2dzeWJveQ==?=" <wraggsyboy@discussions.microsoft.com>  
>References: <81ADB519-96C1-48BA-B72C-DB000A364469@microsoft.com>  
<D35E0807-F5E5-444A-B978-C3581F60E37E@microsoft.com>  
<ocliGSCEFHA.2368@TK2MSFTNGXA01.phx.gbl>  
>Subject: RE: 'Intranet' component will not install  
>Date: Fri, 11 Feb 2005 09:39:14 -0800  
>Lines: 322  
>Message-ID: <51F89853-8D28-4D7E-B831-49893A25D199@microsoft.com>  
>MIME-Version: 1.0  
>Content-Type: text/plain;  
> charset="Utf-8"  
>Content-Transfer-Encoding: 7bit  
>X-Newsreader: Microsoft CDO for Windows 2000  
>Content-Class: urn:content-classes:message  
>Importance: normal  
>Priority: normal  
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
>Newsgroups: microsoft.public.windows.server.sbs  
>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.1.29  
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:94084  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Hi Bill,  
>  
>Thanks for this excellent information - i'm a step further! It will now  
>install the MSSQL\$SHAREPOINT service, and it starts - however the Small  
>Business Server setup fails with the same 'x' next to Server Tools, the  
error  
>is the same "An error occurred while installing Windows SharePoint  
Services  
>and creating your intranet site."  
>  
>Also, I can see that the companyweb folder is still empty of files.  
>  
>As the MSSQL\$SERVICE has started would I be able to restore the SQL  
database  
>& files manually to get the companyweb up and running?  
>  
>I'd appreciate any other ideas.  
>

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>Regards,  
>  
>James  
>  
>ERRORLOG.TXT  
>  
>[02/11/05,17:26:39] WizardUI: [2] ISetupManager::GetGlobalCustomProperty()  
>failed in CPageBase::GetGlobalProperty(): GUID =  
>{F205AE18-9D39-4E3C-A4BA-12FBA060ED91}  
>[02/11/05,17:26:43] Licensing: [2] FindLinkByTarget failed to find the  
>licensing link with error [-2147024894].  
>[02/11/05,17:26:43] Licensing: [2] UpdateLinkPath failed to update the  
>licensing link with error [-2147024893].  
>[02/11/05,17:26:45] WizardUI: [2] ISetupManager::GetGlobalCustomProperty()  
>failed in CPageBase::GetGlobalProperty(): GUID =  
>{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}  
>[02/11/05,17:26:45] WizardUI: [2] ISetupManager::GetGlobalCustomProperty()  
>failed in CPageBase::GetGlobalProperty(): GUID =  
>{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}  
>[02/11/05,17:26:55] WizardUI: [2] ISetupManager::GetGlobalCustomProperty()  
>failed in CPageBase::GetGlobalProperty(): GUID =  
>{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}  
>[02/11/05,17:26:56] WizardUI: [2] ISetupManager::GetGlobalCustomProperty()  
>failed in CPageBase::GetGlobalProperty(): GUID =  
>{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}  
>[02/11/05,17:26:58] WizardUI: [2] ISetupManager::GetGlobalCustomProperty()  
>failed in CPageBase::GetGlobalProperty(): GUID =  
>{F205AE18-9D39-4E3C-A4BA-12FBA060ED91}  
>[02/11/05,17:27:07] Intranet: [2] Failed to get version regkey in  
>CClientX::HrGetSTSVersion. This is a clean install of ClientX.  
>  
>[02/11/05,17:29:15] Intranet: [2] DNS record exists for companyweb. No  
need  
>to create DNS entry.  
>[02/11/05,17:29:16] Intranet: [2] Failed to get version regkey in  
>CClientX::HrGetSTSVersion. This is a clean install of ClientX.  
>  
>[02/11/05,17:29:20] Intranet: [2] CClientX::HrGrantDatabaseRights - failed  
>to run SQL command, hr=0x80004005  
>[02/11/05,17:29:20] Intranet: [2] use [STS\_DSMAIN\_1]  
>[02/11/05,17:29:20] Intranet: [2] CClientX::HrGrantDatabaseRights - failed  
>to run SQL command, hr=0x80004005  
>[02/11/05,17:29:20] Intranet: [2] use [STS\_%s\_1]  
>[02/11/05,17:29:20] Intranet: [2] CClientX::HrGrantDatabaseRights - failed  
>to run SQL command, hr=0x80004005  
>[02/11/05,17:29:20] Intranet: [2] use [STS\_Config]  
>[02/11/05,17:29:20] Intranet: [2] CClientX::HrGrantDatabaseRights - failed  
>to run SQL command, hr=0x80004005  
>[02/11/05,17:29:20] Intranet: [2] use [STS\_DSMAIN\_1]  
>[02/11/05,17:29:20] Intranet: [2] CClientX::HrGrantDatabaseRights - failed  
>to run SQL command, hr=0x80004005

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>[02/11/05,17:29:20] Intranet: [2] use [STS\_%s\_1]  
>[02/11/05,17:29:20] Intranet: [2] CClientX::HrGrantDatabaseRights – failed  
>to run SQL command, hr=0x80004005  
>[02/11/05,17:29:20] Intranet: [2] use [STS\_Config]  
>[02/11/05,17:29:20] Intranet: [2] Failed to grant db rights to sts worker  
>[02/11/05,17:29:41] WizardUI: [2] ISetupManager::GetGlobalCustomProperty()  
>failed in CPageBase::GetGlobalProperty(): GUID =  
>{63ECC03C–3D58–4074–903D–E80CFC5BDC25}  
>  
>  
>  
>  
>"Bill Peng [MSFT]" wrote:  
>  
>> Hi James,  
>>  
>> Thank you for posting here!  
>>  
>> Based on your description, it seems that the inexistence of the  
>> MSSQL\$SharePoint service causes the problem. However, after the manual  
>> reinstallation of Companyweb by following the steps outlined in KB  
829114  
>> the similar issue persists.  
>>  
>> How to remove and how to install the Windows Small Business Server 2003  
>> <http://support.microsoft.com/?id=829114>  
>>  
>> I'd like to provide you with the following suggestion:  
>>  
>> 1. Open cmd prompt.  
>> 2. Type the following command and click Enter.  
>>  
>> msizap.exe T {65657C59–23A8–4974–B8E0–BA04EBD04E4F}  
>>  
>> 3. Remove the MSDE 2000 instance data and program installation folders.  
You  
>> can find the root folder information for the default instance data  
folder  
>> in the SQLDataRoot registry key value under this registry key path:  
>>  
>> HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\MSSQLServer\Setup  
>>  
>> o For example, remove the MSDE 2000 data folder for SharePoint instance:  
>> \Program Files\Microsoft SQL Server\MSSQL\$SharePoint\Data  
>>  
>> o For example, remove the MSDE 2000 program folder for SharePoint  
instance:  
>> \Program Files\Microsoft SQL Server\MSSQL\$SharePoint\Binn  
>>  
>> 4. Clean up registry.  
>>

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>> [Warning] If you use Registry Editor incorrectly, you may cause serious  
>> problems that may require you to reinstall your operating system.  
Microsoft  
>> cannot guarantee that you can solve problems that result from using  
>> Registry Editor incorrectly. Use Registry Editor at your own risk.  
>>  
>> a) Use Registry Editor to remove the following MSDE 2000 registry keys:  
>>  
>> HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SharePoint  
>>  
>> b) If the following registry key points to the MSDE 2000 instance  
>> {65657C59-23A8-4974-B8E0-BA04EBD04E4F}, remove the value  
>> InstanceComponentSet.x. For example, InstanceComponentSet.1 has a value  
>> that matches the {65657C59-23A8-4974-B8E0-BA04EBD04E4F}:  
>>  
>> HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\Component  
>> Set\InstanceComponentSet.1  
>>  
>> c) Remove the SQLServer Service registry key.  
>>  
>> HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\MSSQL\$SharePoint  
>>  
>> d) Remove the SQLServerAgent Service registry key:  
>>  
>> HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\SQLAgent\$SharePoint  
>>  
>> Please refer to the following KB for related info:  
>>  
>> Manually Remove a Microsoft SQL Server 2000 Desktop Engine (MSDE 2000)  
>> <http://support.microsoft.com/?id=320873>  
>>  
>> 5. Reboot the server.  
>> 6. Try to reinstall SharePoint/Intranet by using the steps in KB 829114.  
>>  
>> How to remove and how to install the Windows Small Business Server 2003  
>> <http://support.microsoft.com/?id=829114>  
>>  
>> If the problem still occurs, we will need to gather more detailed  
>> information to continue the troubleshooting steps; however, please  
>> understand that we do not provide more in-depth technical support in the  
>> SBS public newsgroup and you may going to either SBS VAP (for partners  
and  
>> MVPs) or PSS support.  
>>  
>> I hope the above info helps.  
>>  
>> Have a nice day!  
>>  
>> Bill Peng  
>> MCSE 2000, MCDBA  
>> Microsoft Online Partner Support

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>> *Get Secure!* – [www.microsoft.com/security](http://www.microsoft.com/security)  
>> =====  
>> *When responding to posts, please "Reply to Group" via your newsreader so*  
>> *that others may learn and benefit from your issue.*  
>> =====  
>> *This posting is provided "AS IS" with no warranties, and confers no*  
*rights.*  
>>  
>> -----  
>> >*Thread-Topic: 'Intranet' component will not install*  
>> >*thread-index: AcUQH7KN4az242TZQZW7Y6WS65uIow==*  
>> >*X-WBNR-Posting-Host: 217.154.95.70*  
>> >*From: "?Utf-8?B?d3JhZ2dzeWJveQ==?"*  
<wraggsyboy@discussions.microsoft.com>  
>> >*References: <81ADB519-96C1-48BA-B72C-DB000A364469@microsoft.com>*  
>> >*Subject: RE: 'Intranet' component will not install*  
>> >*Date: Fri, 11 Feb 2005 01:51:02 -0800*  
>> >*Lines: 102*  
>> >*Message-ID: <D35E0807-F5E5-444A-B978-C3581F60E37E@microsoft.com>*  
>> >*MIME-Version: 1.0*  
>> >*Content-Type: text/plain;*  
>> > *charset="Utf-8"*  
>> >*Content-Transfer-Encoding: 7bit*  
>> >*X-Newsreader: Microsoft CDO for Windows 2000*  
>> >*Content-Class: urn:content-classes:message*  
>> >*Importance: normal*  
>> >*Priority: normal*  
>> >*X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0*  
>> >*Newsgroups: microsoft.public.windows.server.sbs*  
>> >*NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.1.29*  
>> >*Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl*  
>> >*Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:93950*  
>> >*X-Tomcat-NG: microsoft.public.windows.server.sbs*  
>> >  
>> >*Hi,*  
>> >  
>> >*Has anyone got any ideas? I'm really at a dead end here. I'm wondering*  
>> >*wether I should just reinstall SBS but that just seems crazy – I should*  
*be*  
>> >*able to choose to 'Install Intranet' from the SBS Add/Remove programs.*  
>> >  
>> >*Hunting through this newsgroup there are plenty of people who have had*  
*the*  
>> >*same problem, there must be a resolution.*  
>> >  
>> >*Regards,*  
>> >  
>> >*James*  
>> >  
>> >  
>> >*"wraggsyboy" wrote:*

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>>>  
>>> *Hi,*  
>>>  
>>> *I'm having major problems getting SharePoint Services back on our SBS*  
>> *2003*  
>>> *server after a full system restore.*  
>>> *The system was restored from a Backup Exec backup and after the*  
*restore*  
>> *for*  
>>> *some reason the MSSQL\$SHAREPOINT service wouldn't startup (in the*  
*event*  
>> *log*  
>>> *there was a 'sent startup request' information log and then*  
*immediately*  
>> *after*  
>>> *a 'sent a stop request' information log every time you tried to start*  
>> *the*  
>>> *service).*  
>>>  
>>> *So, I decided to uninstall the Intranet component, msde and*  
*reinstall,*  
>> *then*  
>>> *restore the MSSQL\$SHAREPOINT SQL Instance using the Backup Exec SQL*  
>> *Agent.*  
>>> *And I remain at this point 2 days later.*  
>>> *The Intranet component will not install – I choose Change/Remove on*  
>> *'Windows*  
>>> *Small business Server 2003' in add/remove programs, then select*  
>> *'maintenance'*  
>>> *and choose to install the Intranet. On clicking next it prompts for*  
*Disk*  
>> *3*  
>>> *and looks like it's installing, then I get a 'x' on the Server Tools*  
*and*  
>> *the*  
>>> *error 'An error occurred while installing Windows SharePoint Services*  
>> *and*  
>>> *creating your intranet site.', and no sign of the MSSQL\$SHAREPOINT*  
>> *service in*  
>>> *Services.*  
>>>  
>>> *I have attached the errorlog.txt towards the bottom of this post.*  
>>>  
>>> *I have uninstalled and attempted to reinstall what seems 50 times (!)*  
–  
>>> *following different KB articles and reboots etc.*  
>>>  
>>> *I have followed the manual uninstall as listed here:*  
>>> <http://support.microsoft.com/default.aspx?scid=kb;en-us:829114>  
>>>  
>>> *I have tried the critical update:*

>> >>  
>> >>  
>>

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CB7E90A1-DE9D-4A83-85F8-951E9F055BF0&displaylang=en>

>> >>  
>> >> *Which seemed hopeful but as I don't have the SQL service installed I think this is where the update fails.*

>> >>  
>> >> *I'm at a loss as to what to do next, please help!*

>> >>  
>> >> *Regards,*

>> >>  
>> >> *James*

>> >>  
>> >>  
>> >>  
>> >>

>> >> *ERRORLOG.txt*

>> >>

>> >> *[02/10/05,01:55:40] Intranet: [2] CClientX::InitializeModule found no STS,*

>> >> *but detected that SBS installed STS.*

>> >> *[02/10/05,01:55:44] WizardUI: [2]*

>> *ISetupManager::GetGlobalCustomProperty()*

>> >> *failed in CPageBase::GetGlobalProperty(): GUID =*

>> >> *{F205AE18-9D39-4E3C-A4BA-12FBA060ED91}*

>> >> *[02/10/05,01:55:49] Licensing: [2] FindLinkByTarget failed to find the*

>> >> *licensing link with error [-2147024894].*

>> >> *[02/10/05,01:55:49] Licensing: [2] UpdateLinkPath failed to update the*

>> >> *licensing link with error [-2147024893].*

>> >> *[02/10/05,01:55:51] WizardUI: [2]*

>> *ISetupManager::GetGlobalCustomProperty()*

>> >> *failed in CPageBase::GetGlobalProperty(): GUID =*

>> >> *{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}*

>> >> *[02/10/05,01:55:51] WizardUI: [2]*

>> *ISetupManager::GetGlobalCustomProperty()*

>> >> *failed in CPageBase::GetGlobalProperty(): GUID =*

>> >> *{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}*

>> >> *[02/10/05,01:55:53] WizardUI: [2]*

>> *ISetupManager::GetGlobalCustomProperty()*

>> >> *failed in CPageBase::GetGlobalProperty(): GUID =*

>> >> *{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}*

>> >> *[02/10/05,01:55:54] WizardUI: [2]*

>> *ISetupManager::GetGlobalCustomProperty()*

>> >> *failed in CPageBase::GetGlobalProperty(): GUID =*

>> >> *{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}*

>> >> *[02/10/05,01:55:56] WizardUI: [2]*

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```
>> ISetupManager::GetGlobalCustomProperty()
>> >> failed in CPageBase::GetGlobalProperty(): GUID =
>> >> {F205AE18-9D39-4E3C-A4BA-12FBA060ED91}
>> >> [02/10/05,01:56:05] Intranet: [2]
>> >> CClientX::BISharepointSQLInstanceInstalled - Unable to start
>> >> MSSQL$Sharepoint service hr= 0x80070424.
>> >> [02/10/05,01:56:35] Intranet: [2] DNS record exists for companyweb.
No
>> need
>> >> to create DNS entry.
>> >> [02/10/05,01:56:36] Intranet: [2] HrDeleteMSDEShortCut failed in
>> >> CClientX::DoInstall setup continuable. hr= [80070002]
>> >>
>> >> [02/10/05,01:56:37] Intranet: [2] Failed to get version regkey in
>> >> CClientX::HrGetSTSVersion. This is a clean install of ClientX.
>> >>
>> >> [02/10/05,01:56:57] Intranet: [2] Failed to grant db rights to sts
worker
>> >>
>> >>
>> >>
>> >
>>
>>
>
```