

NTVDM Hard Error when upgrading ISA2000 to ISA2004 via SP1 Premium CDs

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-06/msg05197.html>

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 - *Date:* Sun, 19 Jun 2005 13:37:37 -0500
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Hello,

(Cross Posted to www.smallbizserver.net forums)

The other night, I upgraded to SP1 following the directions given on this site. Everything went exactly as described, and all was well.

I am not currently running ISA2000, but wanted to upgrade it to 2004 with the idea that I might fire it back up in the near future.

I popped in Disc 3, went through the wizard and it started installing. It gets about 10–15% done and I get a box that says "ntvdm.exe – System Error" in the title bar, and "NTVDM encountered a hard error" for the message. I click Close on that, and it reappears once or it goes straight to:

"Can't Run 16–Bit Windows Program"

"Cannot Find File C:\PROGRA~1\MICROS~4\setupbin\setup.exe or one of it's components. Check to ensure the path and filename are correct and that all required libraries are available."

I click OK on that and get:

"ISA Server 2004 Setup for Windows Small Business Server 2003"

"The wizard could not uninstall ISA2000. To proceed manually uninstall ISA 2004 and run the wizard again"

I click OK and setup closes.

I tried uninstalling ISA 2000 manually (Like I said, I don't currently use it, don't have anything set up in it). Same first two errors come up.

I tried stopping ISA service and running the setup again, same thing, but quicker.

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The setup.exe file it refers to exists.

Any ideas?

Dave Hampson

• *Follow-Ups:*

- ◆ ***RE: NTVDM Hard Error when upgrading ISA2000 to ISA2004 via SP1 Premium CDs***
 ◇ *From:* Crina Li (MSFT)
- ◆ ***RE: NTVDM Hard Error when upgrading ISA2000 to ISA2004 via SP1 Premium CDs***
 ◇ *From:* Cameron Ye (MSFT)

- Prev by Date: ***Unable to run/configure Monitoring even after repeated reinstalls***
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