

RE: SP1 error

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg05516.html>

- *From:* "Mark Anderson" <MarkAnderson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 19 Aug 2005 07:59:06 -0700
-

Jenny,

Thanks for the info. I took a look at the log file which I've made available to you on this web page, <http://www.mars5.com/svclog.htm> Haven't spent a lot of time going over it yet, but I'm sure you'd know more of what to look for then I would. If you could take a look at it I would appreciate it.

Thanks,
Mark

""Jenny wu [MSFT]"" wrote:

- > Hi Mark,
- >
- > Thanks for posting here!
- >
- > For your description, I understand that you could not apply SBS 2003 SP1
- > successfully. If I am off base, please don't hesitate to let me know.
- >
- > You can search the following logs to check if there is any error and the
- > accurate error information:
- >
- > 1. For Windows Server 2003 SP1 installation failure: C:\Windows\svcpack.log.
- >
- > 2. For SharePoint Services SP1 installation:
- > %temp%\OHotfix\OHotfix(0000x).log and OHotfix(0000x)_Msi.log.
- >
- > 3. For Exchange Server 2003 SP1 installation failure: C:\Exchange Server
- > Setup Progress.log
- >
- > 4. For Windows XP SP2 for Client Deployment failure:
- > C:\Windows\KB891193.log.
- >
- > 5. For Windows Small Business Server 2003 SP1 failure:
- >
- > a) C:\Windows\KB885918.log
- > b) C:\Program Files\Microsoft Integration\Windows Small Business Server

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- > 2003\Logs
- >
- > 6. Check if there is error event log in Event viewer (Start
- > ->Administrators Tools ->Event Viewer).
- >
- > And what is more, I would like to introduce your some information to help
- > you resolve your issue.
- >
- > Suggestion 1:
- > Before you begin to research your issue, I suggest you follow the below
- > white paper to backup your SBS server first. So your business and data
- > could be kept safe no matter how the troubleshooting process goes.
- >
- > Backing Up and Restoring Windows Small Business Server 2003
- > <http://www.microsoft.com/downloads/details.aspx?FamilyIDH7736f8-f6f5-436d-a82d-0c8d66e2a634&DisplayLang=en>
- >
- > Suggestion 2:
- >
- > It is recommended you apply SBS sp1 follow installation guide provided by
- > Microsoft and you will not encounter many issues.
- >
- > You can refer to the following link to apply SBS SP1:
- > <http://www.smallbizserver.net/Default.aspx?PageContentID=62&tabid=236>
- >
- > In the following website you can find many useful resources related to SBS
- > SP1:
- > <http://www.smallbizserver.net/Default.aspx?PageContentID=53&tabid=236>
- >
- > The website includes: What is SP1 for SBS 2003 and what you need to know |
- > Standard install step-by-step | Premium install step-by-step | Things to do
- > after the upgrade | Errors that can occur after the upgrade
- >
- > Suggestion 3:
- >
- > To prepare Windows Small Business Server to deploy Windows XP SP2 to client
- > computers that are running Windows XP Professional, follow these steps on
- > your Windows Small Business Server-based computer:
- >
- > Please refer to the following KB article:
- > 884032 Update is available for the Windows Small Business Server 2003 Client
- > <http://support.microsoft.com/?id=884032>
- >
- > Note: installing hotfix 884032 may fail with error about fax service; you
- > can refer to follow steps to resolve:
- >
- > Resolution:
- > =====
- > 1. Uninstall Fax Service via SBS Setup using component Selection screen,
- > set the Action to Uninstall for the Fax Service.
- > - May require you to Set the correct permissions on the Default Domain

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- > Controller User Right Assignments
- >
- > – under Group policy – Computer Configuration / Windows Settings / Local
- > Policys / User Rights Assignments
- >
- > 2. Complete the wizard.
- >
- > 3. Rename the following keys and files to *.old:
- > HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Fax
- > HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Fax
- > C:\Program Files\Microsoft Windows Small Business Server\fax
- > C:\Winnt\FaxSetup.log
- >
- > 4. Reboot the server
- > 5. Reinstalled the fax service
- >
- > Also you can mail me those log files to let me further analyze the issue.
- >
- > Hope above information helps! I appreciate you time and effort. I am
- > currently standing by for you about the test result. I am always happy to
- > be of further assistance.
- >
- > Have a nice day!
- >
- > Best Regards,
- >
- > Jenny Wu
- > Microsoft CSS Online Newsgroup Support
- > Get Secure! – www.microsoft.com/security
- > =====
- > This newsgroup only focuses on SBS technical issues. If you have issues
- > regarding other Microsoft products, you'd better post in the corresponding
- > newsgroups so that they can be resolved in an efficient and timely manner.
- > You can locate the newsgroup here:
- > <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>
- >
- > When opening a new thread via the web interface, we recommend you check the
- > "Notify me of replies" box to receive e-mail notifications when there are
- > any updates in your thread. When responding to posts via your newsreader,
- > please "Reply to Group" so that others may learn and benefit from your
- > issue.
- >
- > Microsoft engineers can only focus on one issue per thread. Although we
- > provide other information for your reference, we recommend you post
- > different incidents in different threads to keep the thread clean. In doing
- > so, it will ensure your issues are resolved in a timely manner.
- >
- > For urgent issues, you may want to contact Microsoft CSS directly. Please
- > check <http://support.microsoft.com> for regional support phone numbers.
- >
- > Any input or comments in this thread are highly appreciated.

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> =====
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>
> -----
>>Thread-Topic: SP1 error
>>thread-index: AcWkBB/eizDWyYnjSRyXA8njvGpHNw==
>>X-WBNR-Posting-Host: 205.161.211.1
>>From: "?Utf-8?B?TWfYayBBbmRlcnNvbG==?=" <MarkAnderson@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>>Subject: SP1 error
>>Date: Thu, 18 Aug 2005 07:50:07 -0700
>>Lines: 14
>>Message-ID: <8DC23248-7C17-41D3-BF27-39C0C9FEA31F@xxxxxxxxxxxx>
>>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 10.40.2.250
>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:145539
>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>
>>Good Morning,
>>
>>I tried to install SBS SP1 last night on a clients server and after going
>>through the whole setup program, copying and installing the files. Then
> it
>>comes to registering files and I soon get an error that says that it as
> has
>>encountered a problem and can not continue. It then proceeds to uninstall
>>everything and reboot the server. This is in the first module to upgrade
> the
>>2003 server OS. I tried this twice with the same error both times. I'm
>>pretty much at a loss on this one as there are is no other information
> that
>>I'm given as to why this is happening. Is there a log file created then
>>would help me troubleshoot this error?
>>
>>Thank you,
>>Mark Anderson
>>
>
>
>

- *Follow-Ups:*
 - ◆ **Re: SP1 error**
 - ◇ *From:* Jenny wu [MSFT]

- *References:*
 - ◆ **SP1 error**
 - ◇ *From:* Mark Anderson
 - ◆ **RE: SP1 error**
 - ◇ *From:* "Jenny wu [MSFT]"

- Prev by Date: **Re: Setting up Companyweb Internal Site**
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