

RE: Cannot run wizards after SBS SP1 install

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg07443.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Fri, 26 Aug 2005 07:12:21 GMT
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Hi Steve,

Thanks for posting here!

For your description, I understand that the issue is: you can not run add user wizard, add License wizard, and so on after you applied SP1. if I am off base, please don't hesitate to let me know.

For your symptom, you may have not applied the whole SBS SP1 to the SBS 2003 server. The issue happens when you only applied Windows 2003 SP1 and now the whole SBS 2003 SP1 has revealed you need applied the whole SPs Pack to the server. Please ensure you have applied SBS SP1 successfully.

The SBS 2003 SP1 including:

- o SBS 2003 SP1
- o Windows Server 2003 SP1
- o Windows SharePoint Services SP1
- o Exchange Server 2003 SP1
- o Outlook 2003 SP1 (applies to each client)
- o Windows XP SP2 (applies to each client)
- o Active Sync 3.8 (applies to each client)
- o SQL Server 2000 SP4 (Premium only)
- o ISA 2004 (Premium only)

You can search the following logs to check if there is any error and the accurate error information and also you can add these logs files to me to troubleshooting the issue for you:

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.

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5. For Windows Small Business Server 2003 SP1 failure:

- a) C:\Windows\KB885918.log
- b) C:\Program Files\Microsoft Integration\Windows Small Business Server 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:

You can download Windows Small Business Server 2003 Standard Edition from network or order CD package for a nominal fee, including shipping and handling and applicable taxes.

Windows Small Business Server 2003 Service Pack 1

<http://www.microsoft.com/WindowsServer2003/sbs/downloads/sp1/default.msp>

Suggestion 2:

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 3:

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 4:

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:

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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:

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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 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, my mail address v-yanniw@xxxxxxxxxxxxxxxx

Hope above information helps! If you have any further concern or question on the issue please feel free to let me know. I am looking forward to your reply!

Have a nice weekend!

Best Regards,

Jenny Wu

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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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

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"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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• **Follow-Ups:**

- ◆ **Re: Cannot run wizards after SBS SP1 install**
◇ From: skaiser@xxxxxxxxxx

• **References:**

- ◆ **Cannot run wizards after SBS SP1 install**
◇ From: Steve Kaiser

- Prev by Date: **RE: SBS2K, Exch. 2K, Public Folder error 80040e19**
- Next by Date: **RE: blocking ports**
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