

# RE: Sharepoint Service, company web reinstallation

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg02013.html>

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- *From:* [v-chayan@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-chayan@xxxxxxxxxxxxxxxxxxxxxxxx) ("Charles Yang [MSFT]")
  - *Date:* Fri, 18 Nov 2005 03:22:55 GMT
- 

Hi Rick,

Welcome to SBS newsgroup.

Issue description:

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I understand that you want to reinstall the companyweb on your SBS 2003 premium.

Analyzing and suggestion:

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Before we go any further, can I assume that you could not reinstall companyweb, the SBS installation failed? If so, we suggest you perform a completely reinstall of companyweb then tried to reinstall the companyweb, you can refer to my suggestion below:

I. Rename the registry keys and folders:

1. Rename HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer
2. Rename Program Files\Microsoft Integration\Windows Small Business Server 2003 (If you are in the middle of RC to RTM upgrade, rename Program Files\Microsoft Integration\Windows Small Business Server 2003\Release Candidate instead)
3. Rename Program Files\Microsoft Windows Small Business Server
4. Verify Program Files\Windows for Small Business Server exists on the server. If not, you need to send him a copy of the folder from your SBS 2003 server. (Or you can manually rebuild the files from CD1\Setup\i386)

II. Once we rename the registry keys and folders, SBS setup is going to be running like the first time.

1. Insert SBS setup CD 1, and then run setupsbs.exe to rerun the setup.
2. In the "Component Selection" page, make sure "Server Tools" and all the sub-components (including "Intranet") are selected to

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### INSTALL.

3. Once it is completed, click Start, click Control Panel, and then click Add or Remove Programs.
  4. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
  5. Click Next to start the wizard.
  6. On the Windows Configuration page, click Next.
  7. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Intranet component to Remove, and then click Next.
  8. On the Component Summary page, click Next.
  9. Click Finish.
10. Uninstall Microsoft SQL Server Desktop Engine (SHAREPOINT). In Add or Remove Programs, select Microsoft SQL Server Desktop Engine (SHAREPOINT) and then click Remove. A dialog box appears. To confirm that you want to remove, click Yes.

### III. Delete Registry Keys:

1. Delete  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Intranet
2. Delete HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SHAREPOINT
3. Delete HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\Ports\Port /LM/W3SVC/4: (Do not delete "Port /LM/W3SVC/1:" because it is FrontPage Server Extension 2002 which is installed on the Default WebSite. If you see additional "Port /LM/W3SVC/X:", backup and then remove them)

### IV. Delete IIS Virtual Directory:

1. Delete SharePoint Central Administration (Do Not Delete Microsoft SharePoint Administration. It belongs to FrontPage Server Extension)
2. Delete Companyweb

Note: If AV software install any extra IIS virtual directory, also remove them if possible. They sometimes use port 8081 which will conflict with our SharePoint Central Administration virtual directory.

3. Delete Application Pool

There should be only 4 application pools (DefaultAppPool, ExchangeApplicationPool, ExchangeMobileBrowseApplicationPool, and MSSharedAppPool). Besides those 4, delete all extra.

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### V. Rename Folders:

1. Rename C:\Program Files\Microsoft SQL Server\MSSQL\$SHAREPOINT
2. Rename C:\Inetpub\companyweb

NOTE: Location of the MSSQL\$SHAREPOINT folder is determined by HKLM\Software\Microsoft\SmallBusinessServer\Monitoring\MSDE\_Location. Check out this registry key and determine the real location of the folder.

VI. Clear the contents of the %temp% folder. If you are not able to clear the contents then reboot the server or reboot into safe mode. Other contents to clear would be in the c:\program files\Microsoft Integration\Windows Small Business Server 2003\Logs everything inside of the Logs folder.

Then do the following steps.

### VII. Install the intranet component:

1. In Add or Remove Programs, select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
2. Click Next.
3. On the Windows Configuration page, click Next.
4. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Intranet component to Install, and then click Next.
5. On the Logon Information page, click Next.
6. On the Component Summary page, click Next.
7. Click Finish.

VIII The Installation should still fail, then apply the patch located at:

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

IX. If companyweb still doesn't work, open up a command prompt and navigate to the directory "C:\Program Files\Microsoft Windows Small Business Server\Client Experience\Provision", and then run the following commands:

Note: It may take several minutes for this installation to complete; it is a silent command. You can bring up task manager and look at the process graph, when it stabilizes, it should be done.

```
stsprovision -path C:\Program Files\Microsoft Windows Small Business Server\Client Experience\Provision -oeminstall -exch
```

```
stsprovision -path C:\Program Files\Microsoft Windows Small Business Server\Client Experience\Provision -install -exch
```

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Additional information:

These two sharepoint error indicate that your sharepoint is not worked correctly, as your companyweb is not worked, so the error should be cleared, if you have install the companyweb correctly.

For the MSI installer error, you may also refer to the following MS KB article to un-register and re-register Windows Installer to verify if we can get rid of this problem.

324516 "The Windows Installer service could not be accessed" error message when  
<http://support.microsoft.com/?id=324516>

We really appreciate your effort here, please carefully go through my suggestion above to do a clear reinstall of companyweb. I will be glad to be of further assistance.

Best regards,

Charles Yang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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 "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.

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Any input or comments in this thread are highly appreciated.

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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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| From: "Rickuk99" <rickuk999@xxxxxxxx>  
| Subject: Sharepoint Service, company web reinstallation  
| Date: Thu, 17 Nov 2005 13:01:05 -0000  
| Lines: 36  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
| X-RFC2646: Format=Flowed; Original  
| Message-ID: <#gXK6b36FHA.2092@xxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: carrion.ravencomputers.co.uk 195.92.139.126  
| Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl  
| Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:223195  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|

| I can not reinstall the intranet component (company Web/ sharepoint) of  
SBS

| 2003 SP1, here's the history.

| Installed server fine with sharepoint running fine from sbs 2003 with SP1  
| disks.

| Upgraded to SBS Premium, followed the instructions for SQL and imported  
the  
| Sharepoint database.

| All worked fine, sharepoint running on server looking at sql database  
| instance. I then had a problem with the sql, as it would not talk to  
| network only local server.

| I uninstalled Sharepoint, i.e. rerun setup and ran maintenance to remove  
the  
| intranet component. Then uninstalled SQL, so far so good.

| I then tried to reinstall sharepoint, i.e. intranet from sbs disks and  
the  
| installation fails. I have followed all the directions in KB 829114 and  
| still have the same problem. I have tried with and without sql installed

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| and always fails. I have attached some of the info from the event logs.

I

| believe the problem is with the server being SP1 however any help.

|

|

| Event logs.

| Msiinstaller 1015 – Failed to connect to server. Error: 0x800401F0

|

| windows Sharepoint service 2.0 1000 – #50070: Unable to connect to the  
| database on butts01. Check the database connection information and make  
| sure that the database server is running.

| windows Sharepoint service 2.0 1000 – #50070: Unable to connect to the  
| database sts\_butts01 on butts01. Check the database connection

information

| and make sure that the database server is running.

| windows Sharepoint service 2.0 1000 – #50070: Unable to connect to the  
| database on butts01. Check the database connection information and make  
| sure that the database server is running.

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• ***Follow-Ups:***

◆ ***Re: Sharepoint Service, company web reinstallation***

◇ *From:* Rickuk99

• ***References:***

◆ ***Sharepoint Service, company web reinstallation***

◇ *From:* Rickuk99

• Prev by Date: ***Re: Ntbackup report on server management***

• Next by Date: ***RE: RPC Problem***

• Previous by thread: ***Sharepoint Service, company web reinstallation***

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◆ ***Thread***