

RE: SBS 2003 error during step 5

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg00017.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Wed, 30 Nov 2005 11:20:53 GMT
-

Hi Chris,

Thanks for your information by mail! Let us resolve these issue one by one, first we will troubleshoot the OWA issue.

Let's perform the following tests to try to resolve the OWA issue:

I. At the server side:

1. Apply 831464:

<http://www.microsoft.com/downloads/details.aspx?amp:amp:displaylang=en&family=0BC9B5BC-A094-49BF-89A5-C8A2D32345A2&displaylang=en>

For more detail information you can refer to the following KB article, see:

831464 FIX: IIS 6.0 Compression Corruption Causes Access Violations
<http://support.microsoft.com/?id=831464>

2. Clear the IIS server files follow these steps:

- Go to your %windows%\IIS Temporary Compressed Files directory
- Select all of the content in this directory and delete it.

3. Go to a command prompt, type "iisreset".

4. Re-run the CEICW and ensure Outlook Mobile Access is selected:

- Click Start on your SBS server, click Server Management.
- Click To Do List and then click "Connect to the Internet".
- Click Next, select connection type and click Next.
- Select Enable firewall and click Next.
- Click Next, go through the steps until the Web Services Configuration page shows, make sure that "Outlook Mobile Access" is selected.
- Click Next, and follow the instructions to finish.

And also I suggest you check the permissions on the following registry key,

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HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeWEB\OWA

And make sure the "Users" group has READ access to this key.

At the client side:

1. Go to Tools -> Internet Options
2. Select Delete Files, check "Delete all offline files" and click OK to confirm that you want to delete the content.

And then try to access OWA again, how about the result?

II. Have you installed any third-party Anti-virus application such as URLSCAN? If you have installed URLSCAN, this issue may be caused that URLSCAN installed on IIS and not configured per the Exchange 2003 OWA template for URLSCAN:

823175: Fine-Tuning and Known Issues When You Use the Urlscan Utility in an Exchange 2003 Environment

<http://support.microsoft.com/?id=823175>

If URLscan is uninstalled, can the prob?

1. "Add/Remove Programs", highlight the item "UrlScan 2.5" and click "Change/Remove".
2. Follow the wizard to "Uninstall".
3. Open up a command console and issue "iisreset".
4. Does the issue still occur?

III. If the issue persists, On the SBS server, browse to <http://localhost/oma>, when you are prompted to enter user name and password please use your domainname\administrator, where domainname is your server's NetBIOS domainname. Does the issue occur?

Restart IE, go to <http://localhost/oma>, when you are prompted to enter user name and password, please use another user's credential, does the issue occur?

IV. Click Start, click Run, type "inetmgr" and click OK. Expand Web Sites\Default Web Site, right-click OMA and click Properties. On the Directory Security tab, click Edit in the "Authentication and access control" section. Make sure only "Basic authentication (password is sent in clear text)" is selected. OMA only supports Basic authentication.

Run "iisreset" on the SBS server, try to access <http://localhost/oma> again, do you still get the error message?

V. Is CRM installed on the SBS server? If so, search for the following in the web.config in the \Program Files\Exchsrvr\OMA\browse directory:

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<sessionState mode="InProc"

Then add the following on a new line above the <sessionState mode="InProc" line.

<pages enableSessionState="true"/>

Close IE and then reconnect to OMA to test it. How about the result?

I appreciate your time! I am happy to be assistance of you!

Have a nice day!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

=====
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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.

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Any input or comments in this thread are highly appreciated.

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The partner mail content:

=====
The OMA Error is:
A System error has occurred while processing your request. Please try again. If the problem persists, contact your administrator

The Fax error is:
The fax service is not installed,

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I Have tried installing it but it is already there I am trying to reinstall it now and I will let you know if it works

The log file you requested are attached.

Chris Mottershead

=====

>X-Tomcat-ID: 273995443
>References: <OFnw12e6FHA.3756@xxxxxxxxxxxxxxxxxxxxxx>
<05XhT1n6FHA.644@xxxxxxxxxxxxxxxxxxxxxx>
<cwYa4G27FHA.832@xxxxxxxxxxxxxxxxxxxxxx>
<nhfcrN8FHA.832@xxxxxxxxxxxxxxxxxxxxxx>
>MIME-Version: 1.0
>Content-Type: text/plain
>Content-Transfer-Encoding: 7bit
>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
>Organization: Microsoft
>Date: Tue, 29 Nov 2005 11:21:06 GMT
>Subject: RE: SBS 2003 error during step 5
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>Message-ID: <0q5V#bN9FHA.4000@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>Lines: 421
>Path: TK2MSFTNGXA02.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:226309
>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182
>
>Hi Chris,
>
>Thanks for your update!
>
>What are your fax issue and OMA issue? Please reproduce issues and give me
>the accurate error message. And please describe your situation more detail.
>
>And also please mail me the following logs for analyze:
>
>1) C:\Program Files\Microsoft Integration\Windows Small Business Server
>2003\Logs
>2) Rerun Configure Remote Access wizard (Server management console ->
CEICW
>-> Configure Remote Access), and collect the RRAS log file
>(%sbsprogramdir%\Support\Rraslog.txt) for me.
>
>3) To save a text copy of Application /System log:
>A. Open Event Viewer: Start -> All Programs -> Administrative Tools ->
>Event Viewer.
>B. Right-click on Application/System log and select "Save Log File As?".
>

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RE: SBS 2003 error during step 5

>Please add all files to a zip file and mail me at v-yanniw@xxxxxxxxxxxxxxxxx
>
>I appreciate you time! I am happy to be assistance of you.
>
>Have a nice day!
>
>Sincerely,
>
>Jenny Wu
>Microsoft CSS Online Newsgroup Support
>Get Secure! – www.microsoft.com/security
>=====

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>=====

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>
>-----

>>X-Tomcat-ID: 176953006
>>References: <OFnw12e6FHA.3756@xxxxxxxxxxxxxxxxxxxxxxxx>
>><05XhT1n6FHA.644@xxxxxxxxxxxxxxxxxxxxxxxx>
>><cwYa4G27FHA.832@xxxxxxxxxxxxxxxxxxxxxxxx>
>>MIME-Version: 1.0
>>Content-Type: text/plain
>>Content-Transfer-Encoding: 7bit
>>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT])
>>Organization: Microsoft
>>Date: Thu, 24 Nov 2005 09:39:07 GMT
>>Subject: RE: SBS 2003 error during step 5
>>X-Tomcat-NG: microsoft.public.windows.server.sbs

RE: SBS 2003 error during step 5

>>Message-ID: <nhfcrN8FHA.832@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>>Newsgroups: microsoft.public.windows.server.sbs
>>Lines: 334
>>Path: TK2MSFTNGXA02.phx.gbl
>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:225208
>>NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122
>>
>>Hi Chris,
>>
>>Thanks for your update!
>>
>>For your now situation, I suggest that you follow below steps to check
the
>>MSDE or WMSDE version and try to find the issue clue.
>>
>>To check the MSDE or WMSDE version, you can check the CSD version
registry
>>value in the following registry key:
>>
>>HKEY_LOCAL_MACHINE\Software\Microsoft SQL
>>Server\<InstanceName>\MSSQLServer\CurrentVersion
>>
>>You can find SHAREPOINT, SBSMONITORING instances under the Microsoft SQL
>>Server node.
>>
>>If you have upgraded to SP4, the value should be as follows:
>>
>>- Value name: CSDVersion
>>- Type: REG_SZ
>>- Value: 8.00.1100
>>
>>If you have installed SQL Server 2000, the CSDVersion registry value
>should
>>be 8.00.2039 in the following registry key after you install SQL Server
>>2000 SP4.
>>
>>HKEY_LOCAL_MACHINE/Software/Microsoft/MSSQLServer/MSSQLServer/CurrentVersi
o
>n
>>
>>Does it match? If not, please try to Re-apply related SP3 or SP4, and
then
>>see if the issue be fixed.
>>
>>If the issue persists, please help me collect some information to isolate
>>the issue:
>>1f® Could you tell me more detail about you now situation? Have you
>>performed a clean reinstall the whole SBS 2003 server box? Have you
>applied
>>SBS 2003 SP1 to the server box successfully?
>>2f® Please kindly help me collect the following log files for further

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>>analyze:
>>
>>a. For Windows Server 2003 SP1 installation failure:
>C:\Windows\svcpack.log.
>>
>>b. 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
>>
>>c. To save a text copy of Application /System log:
>>A. Open Event Viewer: Start -> All Programs -> Administrative Tools ->
>>Event Viewer.
>>B. Right-click on Application/System log and select "Save Log File As?".
>>
>>Please add all files to a zip file and mail me at v-yanniw@xxxxxxxxxxxxxxxxx
>>
>>I appreciate you time! I am happy to be assistance of you.
>>
>>Have a nice day!
>>
>>Sincerely,
>>
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>>=====

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>>=====

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>>The partner mail content:

>>=====

>>I have tried the steps below but I can only get as far as the checking components part of the small business server setup and it tells me I need to have sp3 or above for SQL server but SP4 is installed, any ideas?

>>

>>Chris Mottershead

>>=====

>>

>>-----

>>>X-Tomcat-ID: 258545324

>>>References: <OFnw12e6FHA.3756@xxxxxxxxxxxxxxxxxxxxxxxx>

>>><05XhT1n6FHA.644@xxxxxxxxxxxxxxxxxxxxxxxx>

>>>MIME-Version: 1.0

>>>Content-Type: text/plain

>>>Content-Transfer-Encoding: 7bit

>>>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

>>>Organization: Microsoft

>>>Date: Tue, 22 Nov 2005 12:39:01 GMT

>>>Subject: RE: SBS 2003 error during step 5

>>>X-Tomcat-NG: microsoft.public.windows.server.sbs

>>>Message-ID: <cwYa4G27FHA.832@xxxxxxxxxxxxxxxxxxxxxxxx>

>>>Newsgroups: microsoft.public.windows.server.sbs

>>>Lines: 217

>>>Path: TK2MSFTNGXA02.phx.gbl

>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:224589

>>>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

>>>

>>>Hi Chris,

>>>

>>>Thank you for your information.

>>>

>>>In the RRAS log, it said:

>>>

>>>=====

>>>Creating proxy configuration file returned OK

>>>*** Running IExpress to build the package returned ERROR 80004005

>>>*** ERROR: Cannot delete temp directory CMP203D.tmp

>>>Specifying error location (in CMAK) returned OK

>>>*** CRRASCommit::CommitCMAK returned ERROR 80004005

>>>*** CRRASCommit::CommitEx returned ERROR 80004005

>>>=====

>>>

>>>I. It looks that the RRAS wizard failed to create the CMAK package:

>>>sbspkg.exe in the clientapps directory. So I would like to know if

>you

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>>>have moved the Clientapps folder to other location.
>>>
>>>Generally, if we want to move the C:\ClientAPPS folder to other location,
>>>besides moving the folder, we need to modify the following registry key
>to
>>>point the new location:
>>>HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\clientsetup
>>>
>>>I suggest that check the system and make sure that you have configured it
>>>correctly or if you do not want to move it, you can change them back to
>>the
>>>default path:
>>>830254 How to move the client programs folder to another location in
>>>Windows <http://support.microsoft.com/?id=830254>
>>>
>>>Restart the computer and check again to see if the issue is fixed.
>>>
>>>If not the situation, you can try the following suggestions:
>>>
>>>II. On the SBS server, click Start, click Run, type "rrasmgmt.msc" and
>>>click OK. Right-click your server and click Disable Routing and Remote
>>>Access. Re-run the Configure Remote Access Wizard, do you still receive
>>the
>>>error?
>>>
>>>III. You may try reinstalling the Client Deployment and the Networking
>>>portions of SBS:
>>>
>>>A. Open Control Panel->Add/Remove Programs.
>>>B. Click "Windows Small Business Server 2003" and click on
>"Change/Remove".
>>>C. Follow the setup prompts until you reach the "Component Selection"
>>>dialog screen.
>>>D. On the "Server Tools" action, change it to "Maintenance". Then, for
>the
>>>"Client Deployment" and the "Networking" actions, change them to
>>>"Reinstall".
>>>E. Complete the setup wizard – you may be prompted for one of the SBS
>>CD's
>>>or the DVD.
>>>
>>>Afterwards, try re-running the Configure Remote Access Wizard. How about
>>>the result?
>>>
>>>I appreciate your time. I am look forward to your update!
>>>
>>>Have a nice day!
>>>
>>>Sincerely,

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>>>>
>>>>Jenny Wu
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>>>>-----

>>>>>X-Tomcat-ID: 127375014
>>>>>References: <OFnw12e6FHA.3756@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>MIME-Version: 1.0
>>>>>Content-Type: text/plain
>>>>>Content-Transfer-Encoding: 7bit
>>>>>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
>>>>>Organization: Microsoft
>>>>>Date: Wed, 16 Nov 2005 07:13:54 GMT
>>>>>Subject: RE: SBS 2003 error during step 5
>>>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>>>Message-ID: <05XhT1n6FHA.644@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>Newsgroups: microsoft.public.windows.server.sbs
>>>>>Lines: 104

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>>>>Path: TK2MSFTNGXA02.phx.gbl
>>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:222693
>>>>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182
>>>>
>>>>Hi Chris,
>>>>
>>>>Thanks for posting here!
>>>>
>>>>>From the post, I understood that the problem to be: When trying to
>>install
>>>>the SBS 2003 SP1 to the SBS 2003 server box, you receive the following
>>>>error message:
>>>>
>>>>"Setup could not verify the integrity of Update.inf. Make sure the
>>>>cryptographic service is running on this computer."
>>>>
>>>>If I have misunderstood your concern, please let me know.
>>>>
>>>>According to my research, this behavior can occur if the log file or
>>>>database corruption exists in the %Systemroot%\System32\Catroot2
folder.
>>>>To
>>>>eliminate this problem, follow these steps:
>>>>
>>>>1. Click "Start", and then click "Run".
>>>>
>>>>2. In the "Open" box, type "cmd" (without the quotation marks), and
then
>>>>click "OK".
>>>>
>>>>3. At the command prompt, type the following commands, pressing ENTER
>>>>after
>>>>each line:
>>>>
>>>>"net stop cryptsvc
>>>>
>>>>ren %systemroot%\System32\Catroot2 oldcatroot2
>>>>
>>>>net start cryptsvc
>>>>
>>>>exit" (without the quotation marks)
>>>>
>>>>Important: Do not rename the Catroot folder. The Catroot2 folder is
>>>>automatically recreated by Windows, but the Catroot folder is not
>>>>recreated
>>>>if it is renamed.
>>>>
>>>>Try to test to see if the issue be fixed.
>>>>
>>>>If this problem persists, you may continue to apply other suggestions
in

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>>>>this MS KB article:
>>>>
>>>>822798 You cannot install some updates or programs
>>>><http://support.microsoft.com/?id=822798>
>>>>
>>>>Hope the suggestions above are helpful! I am happy to be assistance of
>>you
>>>>and look forward to your reply!
>>>>
>>>>Have a nice day!
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>>>>-----

>>>>>From: "chris mottershead" <chris.mottershead@xxxxxxxxxxxxxx>

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- Previous by thread: ***Re: Mail Marshal for SMTP on SBS 2k3 Premium***
- Next by thread: ***RE: SBS 2003 error during step 5***
- Index(es):
 - ◆ ***Date***
 - ◆ ***Thread***