

RE: Cannot fix "Companyweb" Intranet... Please Help...

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg00755.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Thu, 05 Jan 2006 09:32:02 GMT
-

Hello Chris,

Thank you for posting!

May I know what thread you have sent in our Newsgroup, please? Is it "Cannot fix "Companyweb" Intranet... Please Help..."? I have received many SharePoint issues these days with anonymous senders' addresses. So I do not which is which now.

I have analysis the log files you have sent, I have one question below:

Have you installed SQL on your SBS 2K3 Premium Server?

Please take your time to read through all my suggestion first and then perform the steps:

=====

>From the eventlog.txt, I noticed following error messages which indicate an unsuccessful SBS setup:

```
[12/30/05,17:21:28] Licensing: ***ERRORLOG EVENT*** : Copying sbsmor.chm failed (error = 5). Check for the file in %winroot%\help directory.
[12/30/05,17:21:28] Licensing: ***ERRORLOG EVENT*** : Copying sbslic.chm failed (error = 5). Check for the file in %winroot%\help directory.
[12/30/05,17:21:28] Licensing: ***ERRORLOG EVENT*** : Copying sbsart.chm failed (error = 5). Check for the file in %winroot%\help directory.
[12/30/05,17:21:28] Licensing: ***ERRORLOG EVENT*** : Copying sbsshared.chm failed (error = 5). Check for the file in %winroot%\help directory.
[12/30/05,17:21:30] Licensing: ***ERRORLOG EVENT*** : FindLinkByTarget failed to find the licensing link with error [-2147024894].
[12/30/05,17:21:30] Licensing: ***ERRORLOG EVENT*** : UpdateLinkPath failed to update the licensing link with error [-2147024893].

[12/30/05,17:21:32] WizardUI: ***ERRORLOG EVENT*** :
ISetupManager::GetGlobalCustomProperty() failed in
CPageBase::GetGlobalProperty(): GUID =
```

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```
{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}
[12/30/05,17:21:32] WizardUI: ***ERRORLOG EVENT*** :
ISetupManager::GetGlobalCustomProperty() failed in
CPageBase::GetGlobalProperty(): GUID =
{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}
[12/30/05,17:21:36] WizardUI: ***ERRORLOG EVENT*** :
ISetupManager::GetGlobalCustomProperty() failed in
CPageBase::GetGlobalProperty(): GUID =
{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}
[12/30/05,17:21:36] WizardUI: ***ERRORLOG EVENT*** :
ISetupManager::GetGlobalCustomProperty() failed in
CPageBase::GetGlobalProperty(): GUID =
{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}
[12/30/05,17:21:39] WizardUI: ***ERRORLOG EVENT*** :
ISetupManager::GetGlobalCustomProperty() failed in
CPageBase::GetGlobalProperty(): GUID =
{FBCCE6F3-9E2D-464D-A4E7-12FBFD515395}
```

=====

I suggest you perform the following steps to reinstall SBS 2003 with the Server Tools component:

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
3. Rename Program Files\Microsoft Windows Small Business Server
4. Verify C:\Program Files\Windows for Small Business Server exists on the server.

II. Re-register following .dll files by using Regsvr32:

```
Regsvr32 C:\Program Files\Windows for Small Business
Server\Administration\wizchain.dll
Regsvr32 C:\Program Files\Windows for Small Business
Server\Licensing\actwizdll.dll
Regsvr32 C:\Program Files\Windows for Small Business
Server\Licensing\ckupwizdll.dll
Regsvr32 C:\Program Files\Windows for Small Business
Server\Licensing\licldgctrl.dll
Regsvr32 C:\Program Files\Windows for Small Business
Server\Licensing\sbslicsnap.dll
Regsvr32 C:\Program Files\Windows for Small Business
Server\Monitoring\mssbsmsgs.dll
```

III. Now SBS setup is going to be running like the first time.

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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 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.

If you fail to install the Intranet component please perform the steps in the following KB and check if everything is working fine:

829114 How to remove and how to install the Windows Small Business Server 2003

<http://support.microsoft.com/?id=829114>

Please take your time to perform the steps. If you have any updates, please feel free to let me know. I am looking forward to hearing from you!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

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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

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check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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>X-Tomcat-ID: 283760343
>References: <60633A76-ED38-44B5-B8D1-57D1658DC19E@xxxxxxxxxxxxxx>
<i092rvAEGHA.832@xxxxxxxxxxxxxxxxxxxxxx>
<A995CF56-2A9D-4917-9F4A-16C6F2B0A54F@xxxxxxxxxxxxxx>
>MIME-Version: 1.0
>Content-Type: text/plain
>Content-Transfer-Encoding: 7bit
>From: v-branee@xxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
>Organization: Microsoft
>Date: Wed, 04 Jan 2006 09:42:45 GMT
>Subject: RE: Cannot fix "Companyweb" Intranet... Please Help...
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>Message-ID: <G42G5MREGHA.1236@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>Lines: 152
>Path: TK2MSFTNGXA02.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:233943
>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182
>
>Dear Customer,
>
>Thank you for posting back!
>
>>From your reply, I understand that companyweb did not being installed on
>SBS Server before.
>
>Actually, to install Companyweb on SBS Server, we need to run the SBS
>Integrated Setup which locates at:
>
>a. Control Panel -> Add or Remove Pograms -> Change or Remove Programs ->
>Windows Small Business Server 2003 -> Change/Remove.
>b. Run the Microsoft Windows Small Business Server Setup.
>c. Select Action "Maintenance" for Server Tools.
>d. Select Action "Install" for Intranet.
>e. Finish rest of the wizard.
>
>Since you have followed KB 829114 to reinstall SharePoint Service but the
>Companyweb directory is empty. I suggest that you gather following log
>files for us to analysis. Please zip these files and send it to my mailbox
>(v-branee@xxxxxxxxxxxxxx).
>
>a. All files in %system drive%\program files\Microsoft Integration\windows

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>small business server 2003\logs.

>

>b. Please help to gather Windows SharePoint Service (WSS) installation log

>based on the following steps:

>

>[Note]: You need to log on the SBS Server as the account used to setup SBS

>to gather the WSS installation log. For example, if you used AAA this

>account to set up SBS server, then you need to log on Server as AAA to

>gather the WSS installation log.

>

>i. Click Start, and then click Run.

>ii. Type "%temp%" (without quotation marks), and then click OK.

>iii. In the %temp% folder, look for Microsoft Windows SharePoint Services

>2.0 Setup(0001)_Task(000n).txt.

>

>In this filename, the number that appears in parentheses after Setup is a

>number that corresponds with an attempt to install the Intranet component

>or WSS. For example, if you try to install the Intranet component four

>times unsuccessfully, four versions of this log file will appear with

Setup

>numbers ranging from Setup(001) to Setup(004).

>

>Please take your time gather these log files. I am looking forward to

>hearing from you!

>

>Best regards,

>

>Brandy Nee

>

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>=====

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- >

- **Follow-Ups:**

- ◆ **RE: Cannot fix "Companyweb" Intranet... Please Help...**
◇ From: "Brandy Nee [MSFT]"

- **References:**

- ◆ **RE: Cannot fix "Companyweb" Intranet... Please Help...**
◇ From: "Brandy Nee [MSFT]"
- ◆ **RE: Cannot fix "Companyweb" Intranet... Please Help...**
◇ From: CJ
- ◆ **RE: Cannot fix "Companyweb" Intranet... Please Help...**
◇ From: "Brandy Nee [MSFT]"

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