

RE: SBS 2003 Standard – Update to SP 1 fails

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg01624.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Tue, 10 Jan 2006 09:27:52 GMT
-

Hi Jake,

Thanks for your information.

The error code –2147024894 means: The system cannot find the file specified.

What is the exact administrator permissions error message? please help me capture a screen shot of the error message.

Also Let's perform the following tests to isolate the issue:

I. Can you access the following links on your SBS server? Please let me know the test result.

[Http://localhost](http://localhost)

<http://companyweb>

<http://localhost/monitoring>

II. I would like to suggest you uninstall the fax service temporarily in order to prepare SBS server to deploy Windows XP SP2 to client computers that are running Windows XP Professional. Please follow below steps to uninstall the fax service:

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 Policies / 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

III. Please check if you have all client application packages installed, please refer to the following steps.

1. Click Start, click Control Panel, and then click Add or Remove Programs.
2. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
3. Click Next to start the wizard.
4. On the Windows Configuration page, click Next.
5. On the Component Selection page, Expand Server Tools and expand Client Deployment
7. Make sure Microsoft Office Outlook 2003 is in the status of installed.

If the Outlook 2003 is in the status of installed, please try to re-apply the SBS 2003 SP1, can it be applied successfully? If the Outlook 2003 is not installed, you can install it by Windows Small Business Server 2003 integration setup and then test the issue.

If the issue persists, please help me collect the log files under "C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs" folder and the C:\Windows\KB885918.log

Additionally I suggest you take a look at the following link to get more information to apply 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

I appreciate your time!

Have a nice day!

Sincerely,

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,

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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.

=====
This posting is provided "AS IS" with no warranties, and confers no rights.

>Thread-Topic: SBS 2003 Standard – Update to SP 1 fails
>thread-index: AcYVRfTnE3VB+Kx1SPG2k1dnrlc0UA==
>X-WBNR-Posting-Host: 24.60.151.21
>From: "?Utf-8?B?SiBSb2N6bmlhaw==?" <JRoczniak@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>References: <94974CC7-EB3E-426C-AA0F-0BF067EBAB04@xxxxxxxxxxxx>
<CkEUAHPFGHA.1236@xxxxxxxxxxxxxxxxxxxxxxxx>
>Subject: RE: SBS 2003 Standard – Update to SP 1 fails
>Date: Mon, 9 Jan 2006 09:56:03 -0800
>Lines: 196
>Message-ID: <ECDA3AAB-C4B7-4B6D-BDB2-892ABE91822A@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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:235204
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Thank you for the response. I did not see that specific error but I do
have
>these in that log:
>
>Lots of these:
>[08/04/04,22:20:46] Server Configuration: [2] Admin: Couldn't get group
>container for [LDAP://CN=Internet Users,OU=Security
>Groups,OU=MyBusiness,DC=projecttechgroup,DC=com]
>
>

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>[08/04/04,22:47:32] Server Configuration: [2] FindLinkByTarget failed to
>find the CYS link with error [-2147024894].
>
>[01/06/06,17:58:25] Server Configuration: [2] FindLinkByTarget failed to
>find the CYS link with error [-2147024894].
>[01/06/06,17:58:25] Server Configuration: [2] FindLinkByTarget failed to
>find the MYS link with error [-2147024894].
>
>[01/06/06,17:58:22] Server Configuration: [2] Unable to add
>[LDAP://CN=ProjectTechnologiesGroupInc Archive,CN=Microsoft Exchange
System
>Objects,DC=projecttechgroup,DC=com] to [ProjectTechnologiesGroupInc],
Error
>[0x80072030].
>
>
>They way it all went was that I first tried to install the SP and I got an
>administrator permissions error. I did a little research and I installed
>outlook 2003 as a client app and this seemed to go away. Then I started
>getting this current issue. I tried 3 times and I recieved the same error.
>THEN I rebooted. and tried it again and the administrator permissions
error
>started coming up again. This is when I gave up.
>
>Thanks,
>Jake R.
>
>
>
>
>
>
>""Jenny wu [MSFT]"" wrote:
>
>> Hi,
>>
>> Thank you for posting here!
>>
>> I am sorry for the delayed response due to weekend. Please understand
that
>> the newsgroups are staffed weekdays by Microsoft Support professionals
to
>> answer your systems and applications questions. Your understanding is
>> greatly appreciated!
>>
>> From your description, I understand the issue to be: the SBS 2003 SP1
can
>> not be installed due to error. If I am off base, please don't hesitate
to
>> let me know.
>>
>> Suggestion 1:

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>> =====
>> In the Errorlog.txt file located at C:\Program Files\Microsoft
>> Integration\Windows Small Business Server 2003\Logs, do you see the
>> following errors are logged?
>>
>> [MM/DD/YY,HH:MM:SS] Server Configuration: [2] An error occurred while
>> accessing domain information. Open Active Directory Users and Computers,
>> and verify that objects appear. Rerun Setup.
>> [MM/DD/YY,HH:MM:SS] Server Configuration: [2]
>> CSuiteHelpComponentRoot::PreInstall: RefreshAdmin failed with error
>> [80072030]!
>>
>> If you see the above errors, the problem is caused by missing Display
>> Identifiers in Active Directory. The error 0x80072030 actually means
>> "Object not found" as the SBS Setup searches for specific Display
>> Specifiers.
>>
>> To resolve the issue, add the missing Display Specifiers follow the
>> section
>> "Rebuilding Non-English Display Specifiers" in the following article:
>>
>> 308592 How Dcpromo.exe Adds Display Specifiers to Active Directory
>> Forests
>> <http://support.microsoft.com/?id=308592>
>>
>> Suggestion 2:
>> =====
>> If there is not above errors, please check if there are errors as
>> follows
>> in the errorlog.txt file:
>>
>> [MM/DD/YY,HH:MM:SS] Server Tools: [2] Installing Documents.MSI failed w/
>> error [1603].
>> [MM/DD/YY,HH:MM:SS] Server Tools: [2] Installing FaxCfg.MSI failed w/
>> error
>> [1603].
>> [MM/DD/YY,HH:MM:SS] Server Tools: [2] Installing Remote.MSI failed w/
>> error
>> [1603].
>> [MM/DD/YY,HH:MM:SS] Server Tools: [2] Copying Robots.txt for Remote
>> Portal
>> failed with %#x.
>> [MM/DD/YY,HH:MM:SS] Server Tools: [2] In DoInstall(): CopyFiles() failed!
>>
>> Firstly, please make sure SYSTEM and LOCAL SERVICE have sufficient
>> permissions to the C:\bac2244122f91afdb01e23\ folder (extracted SP1
>> files)
>> and the sub-folders.
>>
>> Then, open Registry Editor, look for Windows Small Business Server
>> Documents, Windows Small Business Server Backup, Windows Small Business

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>> Server Remote Portal, Windows Small Business Server Fax Cfg in the
>> following registry key:
>>
>> HKEY_CLASSES_ROOT\Installer\Products\<ID_Number>
>>
>> *Note: that the ProductName value displays the component name. Back up
the
>> Products registry key and delete the keys associated with the components
>> mentioned above. Test if we can finish the Setup.
>>
>> If you don't see the above errors, please zip the files in the
"C:\Program
>> Files\Microsoft Integration\Windows Small Business Server 2003\Logs"
folder
>> and send it to me.
>>
>> Also please save a text copy of application and system logs for analysis:
>>
>> 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 to v-yanniw@xxxxxxxxxxxxxxxx
>>
>> I appreciate you time! I am happy to be of assistance to you and look
>> forward to your reply!
>>
>> Have a nice day!
>>
>> Sincerely,
>>
>> 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
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>> You can locate the newsgroup here:
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>>
>> -----
>> >Thread-Topic: SBS 2003 Standard – Update to SP 1 fails
>> >thread-index: AcYTHFRWT/gz9XfqQSARZdx8og2efQ==
>> >X-WBNR-Posting-Host: 24.60.151.21
>> >From: "=?Utf-8?B?SiBSb2N6bmlhaw==?=" <J
Roczniak@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>> >Subject: SBS 2003 Standard – Update to SP 1 fails
>> >Date: Fri, 6 Jan 2006 15:53:02 -0800
>> >Lines: 12
>> >Message-ID: <94974CC7-EB3E-426C-AA0F-0BF067EBAB04@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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
>> >Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:234729
>> >X-Tomcat-NG: microsoft.public.windows.server.sbs
>> >
>> >Hi all, I keep getting the following error. I cannot find much about it
>> >online either. Any help would be most appreciated
>> >
>> >An error occurred while copying files for the Server Tools component.
See
>> >C:\Program Files\Microsoft Integration\Windows Small Business Server
>> >2003\Log\SBMSI-remote.LOG for the list of files that were not copied.
>> You

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