

# RE: Unspecified Error when trying to add extra CALs to SBS2003

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg04572.html>

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- *From:* [v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx) ("Jenny wu [MSFT]")
  - *Date:* Thu, 26 Jan 2006 04:40:43 GMT
- 

Hi Tom,

Thanks for your update. I am glad to know that things are getting fine now. I appreciate your time and effort to try my suggestions and get this resolved.

I am happy to be of assistance to you~!)

Have a nice day!

Sincerely,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://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, 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.

RE: Unspecified Error when trying to add extra CALs to SBS2003

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>Thread-Topic: Unspecified Error when trying to add extra CALs to SBS2003  
>thread-index: AcYh74Sh+v9ank2nQpCyX46eCnL69g==  
>X-WBNR-Posting-Host: 216.17.203.170  
>From: =?Utf-8?B?VG9t?= <Tom@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>References: <966FB12F-B940-4E35-A6E4-C7545F51561D@xxxxxxxxxxxx>  
<Jlf8JHo6FHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>  
<D2F9DDAD-DBCC-4674-9192-BA14BE1B5A46@xxxxxxxxxxxx>  
<7ujnj#AIGHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>  
<C0BBD308-FAC5-4C30-8026-B37EE4C73158@xxxxxxxxxxxx>  
<zP8C5SJIGHA.3680@xxxxxxxxxxxxxxxxxxxxxxxx>  
<605DB0ED-2115-4179-B879-3DCFD0ADA310@xxxxxxxxxxxx>  
<eFULIcVIGHA.224@xxxxxxxxxxxxxxxxxxxxxxxx>  
>Subject: RE: Unspecified Error when trying to add extra CALs to SBS2003  
>Date: Wed, 25 Jan 2006 12:40:03 -0800  
>Lines: 312  
>Message-ID: <096A5950-43C1-46DC-B006-8A7892217938@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!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:239344  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Jenny,  
>  
>Well, its always the simple things that seem to get overlooked. I didn't  
>even think to check the permissions on that folder (I left my brain at  
home  
>yesterday), but that did fix the problem and I was able to add our  
additional  
>CAL's without any problem after loading the SBS Licnesing snap-in through  
>MMC. Thanks again for all of your help!  
>  
>Tom  
>  
>""Jenny wu [MSFT]"" wrote:  
>  
>> Hi Tom,  
>>

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RE: Unspecified Error when trying to add extra CALs to SBS2003

>> Thanks for your update.  
>>  
>> Let us check the Licensing (C:\Program Files\Windows for Small Business  
>  
>> Server\Licensing) folder permissions as follows:  
>>  
>> 1. Locate the folder, right click it to open its Properties page.  
>> 2. Under Security tab, please ensure "Domain Admins" and "SYSTEM" have  
>> "Full Control" permissions.  
>> 3. Click Advanced button, under Owner tab, please ensure Administrators  
is  
>> the Current Owner of this item. And Administrators and Administrator  
list  
>> in "Change Owner to" list.  
>>  
>> Please verifying them and test the issue again, let me know the result.  
>>  
>> If the issue persists, please try to create a new Domain admin user  
account  
>> with Add user wizard (Server Management console -> users -> add a user),  
>> then test the issue, what is the result?  
>>  
>> What is more, please try to access other folder like Administration  
folder  
>> and Monitoring folder, what is the result?  
>>  
>> I am glad to help-)!  
>>  
>> Have a nice day!  
>>  
>> Sincerely,  
>>  
>> Jenny Wu  
>> Microsoft CSS Online Newsgroup Support  
>> Get Secure! - [www.microsoft.com/security](http://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:  
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>> issue.  
>>  
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>> 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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>> 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: Unspecified Error when trying to add extra CALs to SBS2003  
>> >thread-index: AcYhHgaEtdA9+yEzR0qTeaKP3alF7A==  
>> >X-WBNR-Posting-Host: 216.17.203.170  
>> >From: =?Utf-8?B?VG9t?= <Tom@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>> >References: <966FB12F-B940-4E35-A6E4-C7545F51561D@xxxxxxxxxxxx>  
>> <Jlf8JHo6FHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>  
>> <D2F9DDAD-DBCC-4674-9192-BA14BE1B5A46@xxxxxxxxxxxx>  
>> <7ujnj#AIGHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>  
>> <C0BBD308-FAC5-4C30-8026-B37EE4C73158@xxxxxxxxxxxx>  
>> <zP8C5SJIGHA.3680@xxxxxxxxxxxxxxxxxxxxxxxx>  
>> >Subject: RE: Unspecified Error when trying to add extra CALs to SBS2003  
>> >Date: Tue, 24 Jan 2006 11:40:26 -0800  
>> >Lines: 312  
>> >Message-ID: <605DB0ED-2115-4179-B879-3DCFD0ADA310@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:239020  
>> >X-Tomcat-NG: microsoft.public.windows.server.sbs  
>> >  
>> >Jenny,  
>> >  
>> >Hello again, and thanks yet again for the quick response! Actually,

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when  
>> I  
>> >try to access that directory (C:\Program Files\Windows for Small  
Business  
>> >> Server\Licensing) I get an access denied message. I know this is the  
>> same login that was used initially to set up the system, so I'm not  
quite  
>> sure what's going on with this, but I guess this would likely be the  
issue.  
>> Is there something I'm missing? If I do a search for that .dll, the  
only  
>> directory that it shows it being located in is:  
>> >c:\Program Files\Microsoft Integration\Windows Small Business Server  
2003  
>> >  
>> >  
>> >Tom  
>> >  
>> >""Jenny wu [MSFT]"" wrote:  
>> >  
>> >> Hi Tom,  
>> >>  
>> >> Thanks for your update.  
>> >>  
>> >> This issue may occur if the path for the SBSLicSnap.DLL file is not  
>> correct  
>> >> in the registry. To check this, please first find the SBSLicSnap.DLL  
>> file  
>> >> which is by default in C:\Program Files\Windows for Small Business  
>> >> Server\Licensing (suppose Windows is installed on the C drive). Then  
>> please  
>> >> open Registry Editor (regedit.exe), go to the  
>> >> "HKEY\_CLASSES\_ROOT\CLSID\{30A3D0FF-71B2-4ffd-B314-4E91EDED8343}" key  
and  
>> >> then check the value data of "(Default)".  
>> >>  
>> >> To resolve this issue, please open a command prompt, change the  
location  
>> to  
>> >> C:\Program Files\Windows for Small Business Server\Licensing and then  
>> run  
>> >> the following command:  
>> >>  
>> >> regsvr32 SBSLicSnap.DLL  
>> >>  
>> >> Then check if everything is OK.  
>> >>  
>> >> For the licensing question, I would like to suggest you contact our  
>> License  
>> >> Office for help and the call is free. You can call 1-800-426-9400  
>> (select

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>> >> option 4), Monday through Friday, 6:00 A.M. to 6:00 P.M. (PST) to  
speak  
>> >> directly to a Microsoft licensing specialist. Worldwide customers can  
>> use  
>> >> the Guide to Worldwide Microsoft Licensing Sites  
>> >> <http://www.microsoft.com/licensing/index/worldwide.asp> to find  
contact  
>> >> information in their locations.  
>> >>  
>> >> More information:  
>> >>  
>> >> Frequently Asked Questions About Windows Small Business Server 2003  
>> >> Licensing.  
>> >>  
>>  
<http://www.microsoft.com/windowsserver2003/sbs/techinfo/overview/licensingfaq.mspx>  
>> >> q.mspx  
>> >>  
>> >> Detail price information about the SBS 2003 CAL:  
>> >> <http://www.microsoft.com/windowsserver2003/sbs/howtobuy/pricing.mspx>  
>> >>  
>> >> Client Access Licensing for Windows Small Business Server 2003  
>> >> <http://www.microsoft.com/windowsserver2003/sbs/howtobuy/CALs.mspx>  
>> >>  
>> >> Hope above information helps! 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](http://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  
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>> >> any updates in your thread. When responding to posts via your  
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your

>> >> issue.

>> >>

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>> >>

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>> Please

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>> >> Any input or comments in this thread are highly appreciated.

>> >> =====

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>> >> -----

>> >> >Thread-Topic: Unspecified Error when trying to add extra CALs to SBS2003

>> >> >thread-index: AcYgPpcutxL6scSTSza1TmxegGpPzw==

>> >> >X-WBNR-Posting-Host: 216.17.203.170

>> >> >From: =?Utf-8?B?VG9t?= <Tom@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>> >> >References: <966FB12F-B940-4E35-A6E4-C7545F51561D@xxxxxxxxxxxx>

>> >> <Jlf8JHo6FHA.1240@xxxxxxxxxxxxxxxxxxxx>

>> >> <D2F9DDAD-DBCC-4674-9192-BA14BE1B5A46@xxxxxxxxxxxx>

>> >> <7ujnj#AIGHA.1240@xxxxxxxxxxxxxxxxxxxx>

>> >> >Subject: RE: Unspecified Error when trying to add extra CALs to SBS2003

>> >> >Date: Mon, 23 Jan 2006 09:01:02 -0800

>> >> >Lines: 277

>> >> >Message-ID: <C0BBD308-FAC5-4C30-8026-B37EE4C73158@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!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl

>> >> >Xref: TK2MSFTNGXA02.phx.gbl

microsoft.public.windows.server.sbs:238694

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

>> >> >

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>>>> Jenny,  
>>>>  
>>>> Thanks for the quick response. We actually migrated from windows  
SBS  
>> 4.5  
>>>> (ya, very old) to SBS 2003. We basically just set up a completely  
new  
>>>> server, then migrated the exchange folders, etc. over to the new  
>> system.  
>>>> It's been working great so far. The antivirus software was  
reinstalled  
>> on  
>>>> the server after we migrated everything over.  
>>>>  
>>>> Also, on the permissions the only group that wasn't listed was the  
>> domain  
>>>> power users, but I added them and set the permissions that you  
>> specified,  
>>>> but  
>>>> I'm still receiving the same error. Is there anything else I can  
try  
>> to  
>>>> get  
>>>> the snap-in installed.  
>>>>  
>>>> We've been getting the pop-up nag screen about adding more licenses  
for  
>>>> about a week now, and we have a new employee starting which will put  
us  
>>>> over  
>>>> the 20 user CAL limit. Do we have some sort of a grace period to  
get  
>> the  
>>>> additional CAL's added in?  
>>>>  
>>>> Thanks again,  
>>>> Tom  
>>>>  
>>>> ""Jenny wu [MSFT]"" wrote:  
>>>>  
>>>>> Hi Tom,  
>>>>>  
>>>>> Thanks for posting here!  
>>>>>  
>>>>> Did you perform an in-place upgrade from SBS 2000 to SBS 2003? If  
so,  
>>>> did  
>>>>> you uninstall your antivirus software before the upgrade? I just  
need  
>> to  
>>>>> confirm that you followed the steps on the page below to do the

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>> upgrade:

>> >> >>

>> >> >>

>> >>

>>

<http://www.microsoft.com/technet/prodtechnol/sbs/2003/plan/gsg/chptr3b.mspx>

>> >> >>

>> >> >> Based on my experience, the licensing snap-in failed to initialize

>> issue

>> >> >> can occur if incorrect permissions are set on the Program

>> Files\Windows

>> >> for

>> >> >> Small Business Server folder. I suggest you perform the following

>> steps:

>> >> >>

>> >> >> 1. Go to the C:\Program Files folder, right click the "Windows for

>> Small

>> >> >> Business Server" folder and choose Properties (I assume you

installed

>> >> SBS

>> >> >> 2003 on the C drive).

>> >> >>

>> >> >> 2. Click the Security tab and make sure the following groups are

>> listed

>> >> >> with the correct permissions:

>> >> >>

>> >> >> Group or Account Permissions

>> >> >> -----

>> >> >> Domain Admins Full Control

>> >> >> Domain Power Users Read & Execute; List Folder

Contents;

>> Read

>> >> >> SYSTEM Full Control

>> >> >>

>> >> >> If any account or groups are missing, please add them and set the

>> >> correct

>

.

---

• **References:**

◆ **RE: Unspecified Error when trying to add extra CALs to SBS2003**

◇ From: Tom

◆ **RE: Unspecified Error when trying to add extra CALs to SBS2003**

◇ From: "Jenny wu [MSFT]"

◆ **RE: Unspecified Error when trying to add extra CALs to SBS2003**

◇ From: Tom

◆ **RE: Unspecified Error when trying to add extra CALs to SBS2003**

◇ From: "Jenny wu [MSFT]"

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  - ◇ From: Tom
- ◆ **RE: Unspecified Error when trying to add extra CALs to SBS2003**
  - ◇ From: "Jenny wu [MSFT]"
- ◆ **RE: Unspecified Error when trying to add extra CALs to SBS2003**
  - ◇ From: Tom

- Prev by Date: **RE: Users Can't Access Documents on Server**
- Next by Date: **RE: Uninstall and reinstall of SBS Monitoring – fails on Reinstall**
- Previous by thread: **RE: Unspecified Error when trying to add extra CALs to SBS2003**
- Next by thread: **Security Configuration**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**