

Re: ISA and MSDE

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg05817.html>

- *From:* v-criminal@xxxxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Tue, 28 Mar 2006 02:16:23 GMT
-

Hi Vasyl,

Thanks for your update.

I will look forward to your test result.

Please feel free to let me know if you have any further questions or concerns.

I appreciate your time and look forward to hearing from you.

Best regards,

Crina Li (MSFT)

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, 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

Re: ISA and MSDE

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

Any input or comments in this thread are highly appreciated.

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| Reply-To: "Terry" <terry@xxxxxxxx>
| From: "Terry" <terry@xxxxxxxx>
| References: <#F418ICUGHA.1160@xxxxxxxxxxxxxxxxxxxxxx>
<kPPIPTXUGHA.4332@xxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: ISA and MSDE
| Date: Mon, 27 Mar 2006 23:22:42 +0100
| Lines: 255
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.3790.1830
| X-RFC2646: Format=Flowed; Original
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830
| Message-ID: <eDT44zeUGHA.5496@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: i-194-106-48-92.freedom2surf.net 194.106.48.92
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP11.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:256024
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi Crina

| Thanks for helping us out.. SP1 upgrade has been done following MS guidance.

| SP1 completed successfully. SQL SP4 completed successfully.
| 1. Yes, Veritas BE v9.1 SP4a. Sp4a has been installed a couple of months before SP1 upgrade. We have tried removing it but still the same issue.
| Installed it back successfully.
| 2. No such instance.
| 3. Have tried reinstalling/installing a couple of times. Always failes on the same step (MSDE). Server auto reboots and ISA installer rolles back.
| 4. No such directory.
| 5. We will send you logs before the final try yesterday as we have found an

| archived thread below:

| Topic in microsoft.public.windows.server.sbs
| ISA 2004 fails to install with SBS 2003 Premium CD
| Date: Wed, Oct 19 2005 4:49 am

| All the logs from above thread are almost identical to ours.
| We want to install ISA2004 wihout the MSDE from <cd drive>:\ISA2004\FPC\MS_FPC_SERVER.MSI. Then re-run the sbsisa2k4setup.exe in

| the hope that it will repair/install MSDE instance.

| We let you know tomorrow.

Re: ISA and MSDE

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| Regards

|
| Vasyi

|
| ""Crina Li"" <v-criminal@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
| news:kPPIPTXUGHA.4332@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

|> Hi Terry,

|>

|> Thank you for posting in SBS newsgroup.

|>

|> 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 the description, I understand that you installed SBS 2003 SP1 on
|> the

|> server. The ISA has been upgraded to ISA 2004. The install was completed
|> successfully; however, you receive MsiInstaller 1015. If I have
|> misunderstood your concerns, please do not hesitate to let me know.

|>

|> Based on my research, the problem could be caused because some
|> components

|> were not properly registered. In order to narrow down the problem,
|> please

|> help to gather the following information:

|>

|> 1. Based on my research, the MSIInstaller 1015 error could be reported
|> by

|> some third-party application. Is Veritas Backupexec installed on the
|> server?

|> 2. Please check the status of the ISA logging MSDE instance. Open
|> services.msc console, is the service MSSQL\$MSFW running?

|> 3. You may reboot the server and then rerun the ISA install wizard. Will
|> the issue be resolved after you reinstall the ISA components?

|> 4. From the \Program Files\Microsoft SQL Server\MSSQL\$MSFW\LOG
|> directory,

|> send me all ERRORLOG files.

|> 5. From the \program files\microsoft integration\windows small business
|> server 2003\logs directory, send me the following files to

|> v-criminal@xxxxxxxxxxxxxx

|>

|> eventlog.txt

|> errorlog.txt

|> setup.log

|>

|> In addition, please make sure the following information:

|>

|> As I know, before we install the SBS 2003 SP1 onto the server, we need

Re: ISA and MSDE

to

|> make sure that the required components such as Windows server 2003 SP1,
|> Exchange 2003 SP1, WSS SP1 have been installed. Please refer to the
|> release
|> note and double check the install procedure:

|>

|>

|> [http://www.microsoft.com/downloads/details.aspx?FamilyId=022677CC-F5AC-4BFB-](http://www.microsoft.com/downloads/details.aspx?FamilyId=022677CC-F5AC-4BFB-9AD0-454E89CB98BB&displaylang=en)
|> 9AD0-454E89CB98BB&displaylang=en

|>

|> Would you please help me confirm if you have strictly followed the
|> document

|> to install SBS SP1?

|>

|> For SBS 2003 Premium:

|>

|> [http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5](http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup_prem.htm)
|> 356b6/SP1Setup_prem.htm

|>

|> You may also have a look at our MVP's site for the SP1 install:

|> <http://www.smallbizserver.net/Default.aspx?tabid=236>

|>

|> For ISA 2004 installation:

|> <http://www.smallbizserver.net/Default.aspx?PageContentID=62&tabid=236>

|>

|> If you have followed the installation process strictly, please try to
|> rerun

|> CEICW on Server Management as following:

|>

|> 1. Open Server Management, click To Do List, and then click Connect to
|> the

|> Internet to launch CEICW.

|> 2. On the Wizard, click Next until you see Firewall page.

|> 3. Click to select Enable Firewall, and then click Next.

|> 4. Select all options, and then click Next.

|> 5. Click to select "Allow access to only the following web site services

|> from the Internet", and then select the websites that you need such as

|> Windows SharePoint Services intranet site, and then click Next.

|> 6. Click Create a new Web server certificate and input your FQDN as the
|> web

|> server certificate on Web server name column and then click Next.

|> 7. Follow the instructions to finish the rest steps.

|>

|> You may also refer to the following KB article:

|>

|> 825763 How to configure Internet access in Windows Small Business Server
|> 2003

|> <http://support.microsoft.com/?id=825763>

|>

|> If the problem persists, please help to gather the following
|> information

Re: ISA and MSDE

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|> to
|> isolate the problem:
|>
|> 1. Have you received the prompt box which indicated the operation has
been
|> finished successfully after finishing the installation of SBS SP1?
|> 2. Do you see "Microsoft Windows Server 2003 for Small Business Server
|> Service Pack 1" when you view properties of My Computer?
|> 3. You can check if SBS 2003 SP1 is installed through taking a look at
|> this
|> registry key:
|>
|>
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\ServicePackNumber
|>
|> It should be set to "1" if the server is at SP1.
|>
|> In addition, you may check what SP level the following components are
at
|> by
|> using the steps respectively:
|>
|> – Windows Server 2003: Right-click on My Computer and choose
Properties;
|> or
|> run "winver".
|>
|> – Exchange Server 2003: Click Start -> All Programs -> Microsoft
Exchange
|> -> System Manager, expand Servers, right-click on servername and choose
|> Properties.
|>
|> – ISA 2004: Click Start -> All Programs -> Microsoft ISA Server -> ISA
|> Server Management, click Help -> About Microsoft ISA Server 2004. The
|> Version should be 4.0.2163.213 if it is at SP1.
|>
|> – SQL Server 2000: Click Start -> All Programs -> Microsoft SQL Server
->
|> Enterprise Manager, right-click servername under SQL Server group and
|> choose Properties.
|>
|> More information:
|>
|> ISA Server 2004 Quick Start Guide
|>
http://download.microsoft.com/download/3/7/b/37b0cbc4-e578-4082-a779-de4fbe876f06/ISA2004SE_quickstartguide-Rev%201%2003.doc
|>
|> ISA Server 2004 ISA Server 2004 Configuration Guide
|>
<http://download.microsoft.com/download/3/7/b/37b0cbc4-e578-4082-a779-de4fbe8>

Re: ISA and MSDE

|> 76f06/ISA2004SE_configguide-Rev%201%2003.doc
|>
|> ISA Server 2004 Product Documentation
|>
<http://download.microsoft.com/download/5/a/e/5ae686f4-c4a6-4213-bc50-abc46b0714dc/isa.chm>
|> 714dc/isa.chm
|>
|> ISA 2004 Guidance
|> <http://www.microsoft.com/isaserver/techinfo/guidance/2004/default.mspx>
|>
|> ISA 2004 best practices, Tips and Tricks:
|> <http://www.isaserver.org/tutorials/2004bestpractices-p1.html>
|>
|> I appreciate your time and cooperation. If anything is unclear, please
|> feel
|> free to let me know. I am looking forward to hearing from you!
|>
|> Best regards,
|>
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|> =====
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|> -----
|> | Reply-To: "Terry" <terry@xxxxxxxx>
|> | From: "Terry" <terry@xxxxxxxx>
|> | Subject: ISA and MSDE
|> | Date: Sat, 25 Mar 2006 16:30:51 -0000
|> | Newsgroups: microsoft.public.windows.server.sbs
|> |
|> | Hi All,
|> |
|> | We have a problem with updating and installing ISA 2004 on SBS2003
Sp1.
|> | The
|> | installation of ISA seems to complete successfully, but when trying to
|> | create MSDE instance a very fast message appears on the screen and the
|> | server initiates a reboot sequence. Once restarted the ISA directory
is
|> | empty. The only error in the event log is:
|> |
|> | Event Type: Warning
|> | Event Source: MsiInstaller
|> | Event Category: None
|> | Event ID: 1015
|> | Date: 25/03/2006
|> | Time: 16:23:06
|> | User: SERVER2K3\Administrator
|> | Computer: SERVER
|> | Description:
|> | Failed to connect to server. Error: 0x800401F0
|> |
|> | For more information, see Help and Support Center at
|> | <http://go.microsoft.com/fwlink/events.asp>.
|> |
|> |
|> | We dont have a problem with MS installer for other applications
updates
|> | only
|> | with ISA.
|> |
|> | Any help with resolving this would be greatly appreciated.
|> | We have tried re-registering windows installer service and setting it
to
|> | automatic; also starting it up before the installation but still no
|> | luck.

|> |

|> | TIA

|> |

|> | Terry

|> |

|> |

|> |

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