

RE: SBS sp1 upgrade failed

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg06147.html>

- *From:* v-crinal@xxxxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Wed, 29 Mar 2006 07:55:47 GMT
-

Hi Orlando,

Thanks for your update.

I have reviewed the logs and find the error regarding Server Configuration: MSDE 2000 Service Pack 4 did not install and fax configuration.

Please use the following method to check the service pack level.

1. Open CMD prompt.
2. Key in the following command and hit Enter:

```
osql -S -E servername\sbsmonitoring
```

3. Key in the following commands and hit Enter:

```
1> select serverproperty('productlevel')
2> go
```

4. Check the output and find whether SP4 is shown.

If the service pack 4 has not been shown, please follow the steps below to install it:

1. Download MSDE SP4 from Microsoft Download, and extracted to a folder.
2. Ran the following command and upgrade the SBSMonitoring instance to SP4:

```
Setup /upgradesp sqlrun BLANKSAPWD=1 INSTANCENAME=SBSMonitoring
DISABLENETWORKPROTOCOLS=1 /L*v "C:\Program Files\Microsoft
Integration\Windows Small Business Server 2003\Logs\Monitoring_MSDE.Log"
REBOOT=ReallySuppress /qn
```

Regarding the fax service, we may try the following steps to see how thing goes:

1. Uninstall Fax Service via SBS Setup using component Selection screen, set the Action to Uninstall for the Fax Service.
2. Complete the wizard.

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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
- 5. Reinstall the fax service

I hope the above info helps.

If there's any update, please feel free to let me know.

Best regards,

Crina Li (MSFT)

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

Any input or comments in this thread are highly appreciated.

=====
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| Thread-Topic: SBS sp1 upgrade failed
|| From: =?Utf-8?B?T3JsYW5kbw==?= <Orlando@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

RE: SBS sp1 upgrade failed

RE: SBS sp1 upgrade failed

|| Subject: RE: SBS sp1 upgrade failed

| Date: Mon, 27 Mar 2006 12:26:02 -0800

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

||

| the email was not successful. how can i post the logs or where can i send the

| zip file?

|

| ""Crina Li"" wrote:

|

| > Hi Orlando,

| >

| > 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 you have received error when you install

| > SBS service pack 1 package. If I have misunderstood your concerns, please

| > do not hesitate to let me know.

| >

| > As I know, there are two MSDE/WMSDE instances installed on a typical SBS

| > 2003 server: SBSMONITORING and SHAREPOINT, which are used in the SBS

| > Monitoring component and the companyweb respectively. The error occurs if

| > either or both of the instances fail to upgrade to SP4.

| >

| > Before we install the SBS 2003 SP1 onto the server, we need 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 Standard:

| >

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http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup_std.htm
|>
|>
|> Getting Started: Windows Small Business Server 2003 with SP1
|>
http://download.microsoft.com/download/9/a/3/9a306a75-e7da-461f-996d-7b93e09948ee/GettingStarted_Combined.doc
|>
|>
|> More reference:
|> <http://www.smallbizserver.net/Default.aspx?tabid=236>
|>
|> If you have followed the steps, please help me to gather the following
|> information to isolate the problem:
|>
|> 1. Do you have received the prompt box which indicated the operation
has
|> been finished successfully? What are the error messages you receive
when
|> you install SP1?
|> 2. 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.
|>
|> – SQL Server 2000: Click Start -> All Programs -> Microsoft SQL Server
->
|> Enterprise Manager, right-click servername under SQL Server group and
|> choose Properties.
|>
|> 3. Do you see "Microsoft Windows Server 2003 for Small Business Server
|> Service Pack 1" when you view properties of My Computer?
|> 4. Also, please post all the logs in the following folders to
newsgroup. If
|> the file is too large, you can zip it. I need the whole content in the

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|> folders for research.
|>
|> Windows Small Business Server 2003 SP1 (Q885918):
|> C:\Windows\KB885918.log
|> Remainder of the Small Business Server Setup Logs: C:\Program
|> Files\Microsoft Integration\Windows Small Business Server 2003\Logs
|>
|> 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,
|>
|> Crina Li (MSFT)
|>
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|> -----

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|> | From: =?Utf-8?B?T3JsYW5kbw==?= <Orlando@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

|> | Subject: SBS sp1 upgrade failed

|> | Date: Sun, 26 Mar 2006 14:49:14 -0800

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

|>

|> |

|> | We have sbs2003 std and did most of the sbs2003 sp1 recommend updates

|> | except

|> | the last (SBS2003-KB885919-SP1-X86-ENU.EXE) which resulted in an error.

|> | The

|> | setup log under microsoft intergration windows small business server 2003

|> | states an error under component name "server configuration" the

|> | installation

|> | status is "failure" and error message is "MSDE 2000 SERVICE PACK 4

|> | DID

|> | NOT

|> | INSTALL. For additional instructions, see the SQL service pack website at

|> | <http://go.microsoft.com/fwlink/?Linkid=46241..>

|> |

|> | Everything seem to be working fine. But would like to apply the update.

|> |

|>

|>

|>

|

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