

# RE: Product KEY Problems

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg01288.html>

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- *From:* William Stahl <[whstahl@xxxxxxxxxx](mailto:whstahl@xxxxxxxxxx)>
  - *Date:* Thu, 8 Jun 2006 09:05:02 -0700
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1. How do you uninstall company web?

From Control Panel; went to add and remove; selected w2k3 SBS; brought up the integrated setup program menu; selected "maintenance" then selected intranet. Also got instruction from the web having me edit the registry and renaming folders; and making changes through IIS administration. When I went to re-install it indicated that new files were replaced with older files and to run setup again. Integrated setup would only allow removal of the tools and would not give me any other access.

Second attempt, I removed all of the tools and re-installed them. Got the same error. Thought if I remove SP! And got back to the original installation, I could get the system configured and then updated from there.

2. How do you uninstall SBS SP1?

From Control Panel; went to add and remove; selected w2k3 SBS SP! And selected uninstall. The un-install appears to run fine and required a reboot. The machine runs fine but now I can not run the integrated setup because of the Key issue. I have verified I have the right Product Key but the system will not accept it.

3. Are there any error messages in Event Log?

The event log has many errors. IIS is not configured correctly now and exchange email is not working. The system is also having issue with folder permissions. To gain access to a folder user are required to have admin rights for such things as QuickBooks.

All errors occur during the re-install process; either indicating that newer files were replaced with older files or requiring the product key. I was thinking of re-installing SP1 but I am waiting for the weekend when the system requirements are minimal

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RE: Product KEY Problems

whstahl

""Crina Li"" wrote:

Hi whstahl,

Thank you for posting in SBS newsgroup.

From your description, I understand you have done as following:

1. Install SBS 2003 Premium SP1 and then you can not access companyweb.
2. You uninstall companyweb and then reinstall it. You got error when you reinstall it.
3. You uninstall SBS SP1 and now you got a request for the Product Key when you reconfigure SBS.

If I have misunderstood your concerns, please do not hesitate to let me know.

To narrow down the problem, would you please help me collect the following information?

1. How do you uninstall companyweb?
2. How do you uninstall SBS SP1?
3. Are there any error messages in Event Log?

From the current situation, the troubleshooting may take long time. Do you have backup for SBS, if so, you can restore SBS from it. If not, please check if you have followed the following documents to reinstall companyweb:

829112 How to back up and restore <http://companyweb> data in Windows Small Business Server 2003  
<http://support.microsoft.com/?id=829112>

829114 How to remove and how to install the Windows Small Business Server 2003 SharePoint Services Companyweb Web site  
<http://support.microsoft.com/?id=829114>

Regarding SBS SP1 installation, 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-9AD0-454E89CB98BB&displaylang=en>

You may need to closely follow the document to install SBS SP1:

For SBS 2003 Premium:

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[http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup\\_prem.htm](http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup_prem.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](http://download.microsoft.com/download/9/a/3/9a306a75-e7da-461f-996d-7b93e09948ee/GettingStarted_Combined.doc)

Additional information:

Backing Up and Restoring Windows Small Business Server 2003  
<http://www.microsoft.com/technet/prodtechnol/sbs/2003/maintain/bkuprstr.mspx>

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

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](http://www.microsoft.com/security)

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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: Product KEY Problems  
| thread-index: AcaKb3m2bMY22rzlSY+hJJGG0/bZZg==  
| X-WBNR-Posting-Host: 67.131.107.5  
| From: =?Utf-8?B?V2lsbGlhbSBTdGFobA==?= <whstahl@xxxxxxxx>  
| Subject: Product KEY Problems  
| Date: Wed, 7 Jun 2006 13:18:01 -0700  
| Lines: 12  
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| charset="Utf-8"  
| Content-Transfer-Encoding: 7bit  
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| Content-Class: urn:content-classes:message  
| Importance: normal  
| Priority: normal  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830  
| Newsgroups: microsoft.public.windows.server.sbs  
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| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:273596  
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
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| We have SBS 2003 premium edition installed on our server. We installed  
| the  
| latest service packs and updates to the server. Once they were  
| installed, we  
| lost the company web and the sharepoint instances. The instruction I  
| found  
| indicated that the tools had to be un-installed and re-installed. I  
| un-installed the tools and reinstalled them, but the installation always  
| fails and tell me to perform the task again. My last activity was the  
| uninstall of SP1. Now when I try to reconfigure SBS, I get a request for  
| the  
| Product Key. The Product Key that was used to perform the installation  
| is  
| not accepted by the system. Is there a fix for this or do I rebuild the  
server?
whstahl