

RE: Monitoring & Reporting Wont' install! (msde install fails!)

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-07/msg00804.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Fri, 07 Jul 2006 13:35:30 GMT
-

Hi Julius,

Thanks for your update.

The symptom is indeed specified. I can not reproduce your issue on our side.

Please strictly follow the steps below and let me know the result:

1. Perform a clean boot on the server.
2. Open command prompt, change the directory to "d:\Program Files\Microsoft SQL Server SP4\MSDE".
3. Type the following command and press ENTER:

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

What is the result?

If the issue persists, please mail me the following information for further analyze:

1. Please run the command "osql -E -S servername\SBSMONITORING" in command prompt, what is the output? Please paste the output in the newsgroup.
2. Please mail me all files in the following folder:
 - a. The files in the C:\Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING\LOG directory.
 - b. The files in the C:\Program files\Microsoft SQL Server\MSSQL\$SBSMONITORING\Install directory.

Please compress all files and send to my working mailbox:v-yanniw@xxxxxxxxxxxxxxxx

RE: Monitoring & Reporting Wont' install! (msde install fails!)

I appreciate your time and cooperate.

Have a nice weekend!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

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

=====
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Thread-Topic: Monitoring & Reporting Wont' install! (msde install fails!)
thread-index: AcahbYdQw3fwYfsZTcaa2CRypGpOrA==
X-WBNR-Posting-Host: 71.140.112.241
From: =?Utf-8?B?anVsczg1OA==?= <juls858@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
References: <2B80DD15-3A9F-4787-B265-09016389008F@xxxxxxxxxxxx>

<l\$RDZc3mGHA.2024@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<nOYYoxqnGHA.2024@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<Cm8hl42nGHA.4260@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Subject: RE: Monitoring & Reporting Wont' install! (msde install fails!)
Date: Thu, 6 Jul 2006 19:32:02 -0700
Lines: 315
Message-ID: <013B83A3-D511-4798-AEE9-6C57EB0C6722@xxxxxxxxxxxx>

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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 V6.00.3790.1830
Newsgroups: microsoft.public.windows.server.sbs
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:279589
NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

Jenny,

I followed your instructions exactly. I was unable to complete the
upgrade.

The upgrade started creating thousands of processes named "osql.exe"
Eventually the thousands of processes used up all the available RAM (3 GB
worth) and I had to shut down the server. I am sure this is not supposed

to

happen? What should I do?

Please help!

-Julius

""Jenny wu [MSFT]"" wrote:

Hi Julius,

If the issue persists, let's check if we can upgrade the SBSMonitoring
instance in the Clean Boot mode.

- A. Click Start, click Run, type "msconfig" (without the quotation marks)
and click OK.
- B. Select "Selective Startup" and remove the check box for "Load Startup
Items".
- C. On the "Services" tab, click Enable All.
- D. Check "Hide all Microsoft Services", click Disable All and clear

"Hide

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all Microsoft Services".

E. Click the OK button and then Click Yes to restart your computer.

F. Click Start, click Run, type "cmd" and press ENTER.

G. Change the directory to "C:\Program Files\Microsoft SQL Server

SP4\MSDE".

H. Type the following command and press ENTER:

```
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
```

What is the result?

I appreciate your time.

Have a nice day!

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X-Tomcat-ID: 235476875

References:

<2B80DD15-3A9F-4787-B265-09016389008F@xxxxxxxxxxxxxx>

<1\$RDZc3mGHA.2024@xxxxxxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Mon, 03 Jul 2006 14:24:29 GMT

Subject: RE: Monitoring & Reporting Wont' install! (msde install

fails!)

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

Message-ID:

<nOYYoxqnGHA.2024@xxxxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 234

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl

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microsoft.public.windows.server.sbs:278854
NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Julius,

Thanks for your information.

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!

Please check the permissions on the c:\inetpub folder to change them to resemble the following:

- Administrators: Full Control
- Creator Owner: Special Permissions (Full Control Subfolders and files)
- Interactive: Read
- Network: Read
- System: Full Control
- Users: Read & Execute, List Folder Contents and Read

After the above change, please try to reinstall the monitoring

component

to

see if the issue resolved.

I appreciate your time.

Have a nice day!

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X-Tomcat-ID: 224040839
References:
<2B80DD15-3A9F-4787-B265-09016389008F@xxxxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit
From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
("Jenny wu [MSFT]")
Organization: Microsoft
Date: Thu, 29 Jun 2006 12:25:15 GMT
Subject: RE: Monitoring & Reporting Wont'
install! (msde install

fails!)

X-Tomcat-NG:
microsoft.public.windows.server.sbs
Message-ID:
<1\$RDZc3mGHA.2024@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups:
microsoft.public.windows.server.sbs
Lines: 155
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:278212
NNTP-Posting-Host:
tomcatimport2.phx.gbl 10.201.218.182

Hi,

Thanks for posting here.

From your problem description, I understand
this issue to be: you
encountered following error when you try to
reinstall the monitoring

and

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reporting component on the SBS 2003 server.

"MSDE 2000 Service Pack 4 did not install."

How you reinstall the monitoring and reporting component? I suggest

that

you refer to the following steps to completely remove SBS Monitoring

and

then reinstall it:

– Uninstall the SBS Monitoring component

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, in the Action column, change

Server

Tools to Maintenance, change Monitoring component to Remove, and then

click

Next.

6. On the Component Summary page, click Next.

7. Click Finish.

– Uninstall Microsoft SQL Server Desktop Engine (SBSMONITORING)

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In Add or Remove Programs, select Microsoft SQL Server Desktop Engine (SBSMONITORING) and then click Remove. A dialog box appears. To

confirm

that you want to remove, click Yes.

– Delete Registry Keys

1. Delete

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Monitoring

2. Delete

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SBSMONITORING

– Delete IIS Virtual Directory

1. Open IIS, expand servername, Web Sites, Default Web Site

2. Delete Monitoring

– Rename Folders

1. Rename C:\Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING to MSSQL\$SBSMONITORING.OLD

2. Rename C:\inetpub\monitoring to monitoring.old

– Install the Monitoring component

1. In Add or Remove Programs, select Windows Small Business Server

2003

and

then click Change/Remove. The Setup Wizard appears.

2. Click Next.

3. On the Windows Configuration page, click Next.

4. On the Component Selection page, in the Action column, change

Server

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Tools to Maintenance, change Monitoring component to Install, and then click Next.

5. On the Logon Information page, click Next.

6. On the Component Summary page, click Next.

7. Click Finish.

If the issue persists, please help me collect the following

information

to

isolate the issue:

1. What is the SBS 2003 service pack version? Is it SBS 2003

integrated

SP1

or upgraded to SBS 2003 SP1?

2. The log files in the "C:\Program Files\Microsoft

Integration\Windows

Small Business Server 2003\Logs" folder.

3. Export the following registry keys to .reg files, rename the files

to

.txt files and then send them to me:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft
SQL Server
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSSQLServer

4. The files in the C:\Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING\LOG directory.

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5. The files in the C:\Program files\Microsoft SQL Server\MSSQL\$SBSMONITORING\Install directory.

6. The Application and System log files. Please save the log file in

evt

format.

Please compress all files and send to my working mailbox:v-yanniw@xxxxxxxxxxxxxx

I appreciate your time. I am happy to be of assistance to you and look forward to your reply.

Have a nice day!

Sincerely,

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thread-index:
Acaa2FkQcmYwmhRzQHSYr5jD+dyYRA==
X-WBNR-Posting-Host:
71.140.112.241
From:
=?Utf-8?B?anVsczg1OA==?=
<juls858@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: Monitoring &
Reporting Wont' install!
(msde install fails!)
Date: Wed, 28 Jun 2006
10:29:02 -0700