

Re: Small Business Server 2003 Hotfix KB891193 installation failed

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg05558.html>

- *From:* robyouree <robyouree@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 29 Aug 2006 12:00:02 -0700
-

Hi Crina,

I re-installed the fax service, then tried to run the update, and it failed again. here is the log:

[KB891193.log]

0.234:

```
=====
0.234: 2006/08/20 15:03:32.906 (local)
0.234: h:\bc8b4775e5e5a933393d15d9c7\update\update.exe (version 6.1.22.4)
0.281: DoInstallation: GetProcAddress(InitializeCustomizationDLL) Returned:
0x7f
0.281: Hotfix started with following command line:
0.343: CreateUserInterface: GetProcAddress for DefineInstallCustomUI
failed: 0x7f
0.672: Return Value From IsSbs2003 = 1
0.672: IsSbs2003 returned value( 0x1 ) which is Equal To 0x1
0.672: Condition succeeded for section ChkSBS.Section in Line 1 of
PreRequisite
6.125: In Function TestVolatileFlag, line 11660, RegOpenKeyEx failed with
error 0x2
6.125: In Function TestVolatileFlag, line 11692, RegOpenKeyEx failed with
error 0x2
6.125: DoInstallation: CleanPFR failed: 0x2
6.125: SetProductTypes: InfProductBuildType=BuildType.IL
6.125: SetAltOsLoaderPath: No section uses DirId 65701; done.
6.328: DoInstallation: FetchSourceURL for
h:\bc8b4775e5e5a933393d15d9c7\update\update.inf failed
6.328: CreateUninstall = 0,Directory = C:\WINNT\%NtUninstallKB891193$
6.328: LoadFileQueues: UpdSpGetSourceFileLocation for halmacpi.dll failed:
0xe0000102
6.328: BuildCabinetManifest: update.url absent
6.328: Starting AnalyzeComponents
6.343: AnalyzePhaseZero used 0 ticks
6.343: OEM file scan used 0 ticks
6.422: AnalyzePhaseOne: used 79 ticks
6.422: AnalyzeComponents: Hotpatch analysis disabled; skipping.
6.422: AnalyzeComponents: Hotpatching is disabled.
6.422: AnalyzePhaseTwo used 0 ticks
```

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6.422: AnalyzePhaseThree used 0 ticks
6.422: AnalyzePhaseFive used 0 ticks
6.422: AnalyzePhaseSix used 0 ticks
6.422: AnalyzeComponents used 94 ticks
6.422: Downloading 0 files
6.422: bPatchMode = FALSE
6.422: Inventory complete: ReturnStatus=0, 94 ticks
6.422: Num Ticks for invent : 94
6.422: Allocation size of drive C: is 4096 bytes, free space = 5914951680 bytes
6.422: Drive C: free 5640MB req: 8MB w/uninstall 0MB
6.422: CabinetBuild complete
6.422: Num Ticks for Cabinet build : 0
6.422: DynamicStrings section not defined or empty.
6.422: FileInUse:: need to restart already, turn off
7.468: Registering Uninstall Program for -> KB891193, KB891193 , 0x0
7.468: LoadFileQueues: UpdSpGetSourceFileLocation for halmacpi.dll failed: 0xe0000102
7.547: PFE2: Not avoiding Per File Exceptions.
7.656: GetCatVersion: Failed to retrieve version information from C:\WINNT\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}\KB891193.cat with error 0x57
31.453: KB891193 Setup encountered an error: KB891193 Setup
31.547: Copied file: C:\Program Files\Microsoft Windows Small Business Server\ClientSetup\Clients\Setup\AppLnch.exe
31.640: KB891193 Setup encountered an error: KB891193 Setup
31.703: Copied file: C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\SBSComp.dll
31.765: DoInstallation: Installing assemblies with source root path: h:\bc8b4775e5e5a933393d15d9c7\
1002.187: DoInstallation: CustomizeCall failed : 0x643
1005.703: Fatal error during installation.
16010.875: Message displayed to the user: Fatal error during installation.
16010.875: User Input: OK
16019.093: KB891193 installation did not complete.

Small Business Server 2003 has been partially updated and may not work properly.

16025.734: Message displayed to the user: KB891193 installation did not complete.

Small Business Server 2003 has been partially updated and may not work properly.

16025.734: User Input: OK

16025.734: Update.exe extended error code = 0x643

16025.734: Update.exe return code was masked to 0x643 for MSI custom action compliance.

THanks,

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ROb

""Crina Li"" wrote:

Hi Rob,

Thanks for your update.

You can try other suggestions firstly and if it still fails, you can try to install the Fax to see how thing goes.

Thanks for your time.

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 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: Small Business Server 2003 Hotfix KB891193 installation failed

Re: Small Business Server 2003 Hotfix KB891193 installation failed

Re: Small Business Server 2003 Hotfix KB891193 installation failed

| thread-index: AcbHofNwFnBXjgc7QV+/yJ15qeNvtw==
| X-WBNR-Posting-Host: 72.235.237.72
| From: =?Utf-8?B?cm9ieW91cmVl?=<robyouree@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <73B33382-0D57-46CB-ACAD-55505252269C@xxxxxxxxxxxx>
<OSOIEhZxGHA.3888@xxxxxxxxxxxxxxxxxxxx>
<3829CA15-B9BE-458B-82C1-50694D0A896A@xxxxxxxxxxxx>
<QxqGzy1xGHA.3392@xxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Small Business Server 2003 Hotfix KB891193 installation
failed
| Date: Thu, 24 Aug 2006 10:23:01 -0700
| Lines: 226
| Message-ID: <D967F869-CED6-454B-B316-68ADD55E7F16@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 V6.00.3790.1830
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGXA01.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:292670
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hey Crina,
| The fax service is currently not installed. Should I install it, then
try

| to run the patch?

| Thanks,

| Rob

| ""Crina Li"" wrote:

| > Hi Rob,

| >

| > Thank you for posting in SBS newsgroup. Also thanks for Kevin's input.

You

| > may also want to refer the following information for the issue:

| >

| > From your description, I understand the issue to be: you could not
install

| > KB891193. If I have misunderstood your concerns, please do not hesitate
to

| > let me know.

| >

| > Please try the following steps to see how thing goes:

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|>
|> 1. Please copy SBS2003-KB891193-X86-ENU.EXE file from the SBS 2k3 SP1 CD #2
|> on the desktop of your SBS sever.
|> 2. Double click to install it again.
|> 3. If the problem persists, please double check if Client Deployment was
|> installed when the server was initially installed and if you have changed
|> the client application installation package location by your own steps or
|> via following steps.
|>
|> How to move the client programs folder to another location in Windows
|> Small Business Server 2003
|> <http://support.microsoft.com/default.aspx?scid=kb:en-us:830254>
|>
|> Please open Registry Editor on the SBS server, navigate to the following
|> registry key:
|>
|> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\clientsetup
|>
|> What's the data of the registry value "ClientAppsRoot"? If it is not
|> pointing to the physical Client Deployment folder (by default it's
|> "C:\ClientApps"), correct it, run Setup again and see how it goes.
|>
|> If the problem still occurs, as a quick work around, I'd like to provide
|> the following info for your reference:
|>
|> If you've already installed XP SP2 on all client computers, you can follow
|> the steps below to avoid installing 891193. If some of the client computers
|> have not installed XP SP2, please dismiss the following info.
|>
|> 1. Download and install 872769 on the SBS machine.
|>
|> Update for Windows Small Business Server 2003: KB 872769
|>
|> <http://www.microsoft.com/downloads/details.aspx?familyid=d70097c2-4317-40e0-b7da-feb52c6b6386&displaylang=en>
|>
|> 2. Follow the instruction in the following KB's "Update installation
|> instructions" section to prepare XP SP2.
|>
|> Update is available for the Windows Small Business Server 2003 Client Setup
|> feature to deploy Windows XP Service Pack 2 to Windows XP
|> Professional-based clients

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|> <http://support.microsoft.com/kb/884032#XSLTH3142121122120121120120>
|>
|> 3. Download and install 884032 on the SBS machine.
|>
|> Update for Windows Small Business Server 2003: KB 884032
|>
|> <http://www.microsoft.com/downloads/details.aspx?familyid=A8F72FDD-6D82-4C2B-8078-114460826A40&displaylang=en>
|> 4. Skip 891193 and install SBS SP1 885918.
|>
|> Also the issue may be caused by the error about 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.
|> 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
|>
|> Hope the information help and I look forward to your reply.
|>
|> Best regards,
|>
|> Crina Li (MSFT)
|>
|> Microsoft CSS Online Newsgroup Support
|>
|> Get Secure! – www.microsoft.com/security
|>
|> =====
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|> regarding other Microsoft products, you'd better post in the
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are

|> any updates in your thread. When responding to posts via your newsreader,

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

|>

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|>

|> =====

|>

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|> -----

|> | Thread-Topic: Small Business Server 2003 Hotfix KB891193 installation failed

|> | thread-index: AcbFnDr5s43uA+WGSQebAsTISIPQtA==

|> | X-WBNR-Posting-Host: 72.235.237.72

|> | From: =?Utf-8?B?cm9ieW91cmVl?= <robyouree@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

|> | References: <73B33382-0D57-46CB-ACAD-55505252269C@xxxxxxxxxxxx>

|> | <OSOIEhZxGHA.3888@xxxxxxxxxxxxxxxxxxxx>

|> | Subject: Re: Small Business Server 2003 Hotfix KB891193 installation

|> failed

|> | Date: Mon, 21 Aug 2006 20:37:02 -0700

|> | Lines: 61

|> | Message-ID: <3829CA15-B9BE-458B-82C1-50694D0A896A@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 V6.00.3790.1830

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

|> | Path: TK2MSFTNGXA01.phx.gbl

|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:291809

|> | NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250

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

|> |

|> | Yes, I had relocated both at one point. I did check the registry

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setting

|> and

|> | it was pointed to the new location. As a matter of fact, it copied the

|> win

|> | xp sp2 files to the new directory....so it gets that far along in the

|> | process...but seems to be hanging up on the fax issue...

|> |

|> | Thanks,

|> |

|> | Rob

|> |

|> | "Kevin Weilbacher [SBS-MVP]" wrote:

|> |

|> |> did you relocate either your client apps directory and/or exchange at

|> |> some

|> |> |> point in the past?

|> |> |>

|> |> |> ---

|> |> |> Kevin Weilbacher [SBS-MVP]

|> |> |> "The days pass by so quickly now, the nights are seldom long"

|> |> |>

|> |> |>

|> |> |> "robyouree" <robyouree@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

|> |> |> news:73B33382-0D57-46CB-ACAD-55505252269C@xxxxxxxxxxxxxxxxxxxx

|> |> |> Hello,

|> |> |> I have an issue swhere the KB891193 fails to install. I have

read

|> all

|> |> the

|> |> other posts in regard to this issue, & have done all the basic steps

|> |> (checked

|> |> clientapps location, registry entries, permissions, logged on admin

|> |> priviligies, etc).

|> |> I get the following error in the system event log after the

install

|> fails:

|> |>

|> |> Small Business Server 2003 Hotfix KB891193 installation failed.

|> |> KB891193 installation did not complete.

|> |> and it gives event id 4373 & 4379. When I look in the c:\program

|> |> files\Microsoft integration\windows small business server\logs

|> |> directory,

|> |> the

|> |> most recent entry is

|> |> SBSMSI-Fax.LOG, and it shows the following errors/failures

|> |>

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