

RE: Updating SBS 2003 with WS 2003 SP1 dies in cleanup phase.

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg03827.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Fri, 22 Dec 2006 12:50:30 GMT
-

Hello Paul,

Thanks for kind update.

First, we have to know that windows 2003 sp1 is a part of SBS 2003 sp1. And we can not only install windows 2003 sp1 on your SBS 2003. We have to follow the SBS 2003 sp1 installation document strictly.

Second, please download the component of SBS 2003 sp1 again from the following links:

a. Windows Server 2003 Service Pack 1

<http://download.microsoft.com/download/1/2/7/127c5938-d36a-4405-9df1-f00d57495652/WindowsServer2003-KB889101-SP1-x86-ENU.exe>

b. Windows SharePoint Services 2.0 Service Pack 1

<http://download.microsoft.com/download/e/0/f/e0f58224-9df8-4e5e-8435-7dc6a214ac32/WSS2003SP1-kb841876-fullfile-ENU.exe>

c. Exchange Server 2003 Service Pack 1

<http://download.microsoft.com/download/b/6/2/b624b535-644a-41e1-9727-812dcd6bad87/E3SP1ENG.EXE>

d. Windows XP SP2 for Client Deployment

<http://download.microsoft.com/download/c/5/3/c539c4f8-ea9b-4c47-a975-73c724ab1a71/SBS2003-KB891193-X86-ENU.EXE>

e. Windows Small Business Server 2003 Service Pack 1

<http://download.microsoft.com/download/0/5/0/0503C927-F573-43A1-A184-97D755345F59/SBS2003-KB885918-SP1-X86-ENU.EXE>

To install SBS 2003 sp1, I strongly recommend you follow the documents:

Downloading and Installing Windows Small Business Server 2003 Service Pack 1

<http://download.microsoft.com/download/e/0/f/e0fee8ce-768d-41c0-8871-9bc48e0b3fc3/ToDownloadFilesandReadInstructions.htm>

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For more info:

Installation Instructions for Service Pack 1 for Windows Small Business
Server 2003, Premium Technologies

http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup_prem.htm

Installation Instructions for Service Pack 1 for Windows Small Business
Server 2003, Standard Edition

http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup_std.htm

If the issue persists, please kindly help me collect the information again
for further investigation:

1. C:\Windows\svcpack.log

2. C:\Windows\KB885918.log

3. All files under the folder: C:\Program Files\Microsoft
Integration\Windows Small Business Server 2003\Logs

4. Please collect the MPS Report for analyze:

a. Please download the MPSRPT_SETUPPerf.EXE from the following link and
then run this tool to gather some information from the problematic computer:

http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE

b. Double-click on the MPSRPT_SETUPPerf.EXE file.

[Note] This process may take some time; however, it will not have a
negative effect on the performance.

c. A CAB file will be generated in the
%systemroot%\MPSReports\Setup\Reports\Cab directory called
%COMPUTERNAME%_MPSReports.CAB. The CAB file will contain the reports
generated by the MPS Reporting Tool.

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

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

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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: Updating SBS 2003 with WS 2003 SP1 dies in cleanup phase.
| thread-index: AccIPLHqTl/A4t2FSNS203lxbYNpWQ==
| X-WBNR-Posting-Host: 216.185.74.254
| From: =?Utf-8?B?UGF1bFJvbmV5?=<PaulRoney@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <E1613927-8536-41C4-9FCC-818568E6F8FB@xxxxxxxxxxxx>
<1rCE45\$IHHA.516@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: Updating SBS 2003 with WS 2003 SP1 dies in cleanup phase.
| Date: Thu, 21 Dec 2006 12:15:01 -0800
| Lines: 241
| Message-ID: <54CD9F8A-46CA-43C2-BB68-9C2E645C41C2@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 V6.00.3790.2757
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl

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| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:5948
| NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
| X-Tomcat-NG: microsoft.public.windows.server.sbs

|
| Hi Terence;
| Have read all suggested material, and tried your suggestions.
| Unfortunately, it did not help. For clarification, we are installing the
| first of four updates that make up the SBS SP1 process. This update is

for
| Windows server 2003 SP1.
| In each case, the process reaches the cleanup phase. It then works
for
| about 10 minutes while the progress bar does not move. Finally, the
install

| process window just disappears!
| I am forwarding the requested material to your email!

|
| Thanks; Paul

| "Terence Liu [MSFT]" wrote:

|> Hello Paul,

|>

|> Thanks for using this Newsgroups.

|>

|> According to your description, I understand that you encountered the
SBS

|> 2003 SP1 installation fail. If I have misunderstood the problem, please

|> don't hesitate to let me know.

|>

|> For this event log, this is just an informational message. It tells us
that

|> an application is crashed, and caused a Dr. Watson exception log
c0000005

|> at various addresses.

|>

|> Before we install SBS 2003 sp1, I strongly recommend you read the
following

|> documents since they are very important for us to understand the

|> installation process:

|>

|> Instructions part of "Microsoft Windows Small Business Server 2003
Service

|> Pack 1 (SP1)"

|>

[http://www.microsoft.com/downloads/details.aspx?FamilyId=B6F8A4C0-B707-4161-](http://www.microsoft.com/downloads/details.aspx?FamilyId=B6F8A4C0-B707-4161-ADEB-44F1B756119F&displaylang=en)

|> ADEB-44F1B756119F&displaylang=en

|>

|> Release Notes for Windows Small Business Server 2003 SP1

|>

<http://download.microsoft.com/download/d/5/b/d5be2c2c-b1cb-47f8-9235-8cf8982>

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|> 0139e/SBSRelNotes_WEB.htm

|>

|> Instructions for Installing SP1 for Windows SBS – CD (Standard and Premium)

|>

|> <http://www.microsoft.com/downloads/details.aspx?FamilyID=d56a7675-27c1-445b->

|> a61f-007a30852ac6&DisplayLang=en

|>

|> Then, I suggest we perform the following steps and then try to reinstall

|> the SBS 2003 SP1 to see if it can be applied successfully.

|>

|> Make sure a good backup is ready before we go further. If not, please fully

|> back up the server. You can refer to the following Microsoft white paper to

|> get detail steps to backup and restore server:

|>

|> Backing Up and Restoring Windows Small Business Server 2003

|>

|> <http://www.microsoft.com/technet/prodtechnol/sbs/2003/maintain/bkuprstr.mspx>

|>

|> 1. Move all the tmp*.cat files out of the

|> %systemroot%\system32\CatRoot\{127D0A1D-4EF2-11D1-8608-00C04FC295EE} folder

|> and the

|> %systemroot%\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE} folder.

|>

|> 2. Move all oem*.* files out the %systemroot%\inf folder.

|>

|> 3. Run the following from a CMD prompt:

|>

|> net stop cryptsvc

|> rename the %systemroot%\system32\CatRoot2

|> %systemroot%\system32\oldcatRoot2

|> net start cryptsvc

|>

|> 4. Make sure that "Windows" folder and "Windows\System32\CATROOT" is not

|> hidden.

|>

|> 5. Open Internet Explorer, click "Tools", and then click "Internet

|> Options". On the "Content" tab, click "Certificates", on the "Trusted Root

|> Certification Authorities" tab, Make sure that the "Microsoft Root

|> Authority" certificate is listed. Double click it to make sure that it

|> is

|> fine.

|>

|> 6. If you have any anti-virus programs and backup programs, please stop

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|> them.
|>
|> 7. Please check the registry setting for driver signing:
|>
|> a. Click "Start", click "Run", type "regedit" (without the quotation
|> marks), and then click "OK".
|> b. Locate, and then click the following key in the registry:
|> HKEY_LOCAL_MACHINE\Software\Microsoft\Non-Driver Signing
|> c. Right-click the "Policy" binary value, and then click "Modify".
|> d. The Value data will appear in the following format: 0000 02
|>
|> Press DELETE to remove the current value (02 in this example), and then
|> type "0" (without the quotation marks) (the current value will now
appear
|> as 00).
|>
|> e. Click "OK", and then quit Registry Editor.
|>
|> 8. Please ensure you have enough free space in the system drive to
apply
|> the SBS 2003 SP1.
|>
|> 9. Start the SP1 installation.
|>
|> More suggestions are addressed in the following article, you can check
into
|> see if it can work.
|>
|> You cannot install some updates or programs
|> <http://support.microsoft.com/?id=822798>
|>
|> If the issue persists, please help me collect the following log files
to
|> analyze the issue:
|>
|> 1. C:\Windows\svcpack.log.
|>
|> 2. C:\Windows\KB885918.log
|>
|> 3. All files under the folder: C:\Program Files\Microsoft
|> Integration\Windows Small Business Server 2003\Logs
|>
|> 4. Please collect the MPS Report for analyze:
|>
|> a. Please download the MPSRPT_SETUPPerf.EXE from the following link and
|> then run this tool to gather some information from the problematic
computer:
|>
[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9
|> 15706/MPSRPT_SETUPPerf.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE)
|>

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|> b. Double-click on the MPSRPT_SETUPPerf.EXE file.
|>
|> [Note] This process may take some time; however, it will not have a
|> negative effect on the performance.
|>
|> c. A CAB file will be generated in the
|> %systemroot%\MPSReports\Setup\Reports\Cab directory called
|> %COMPUTERNAME%\MPSReports.CAB. The CAB file will contain the reports
|> generated by the MPS Reporting Tool.
|>
|> Please compress all files and send to my working mailbox:
|> v-terliu@xxxxxxxxxxxxxx
|>
|> Hope these steps will give you some help.
|>
|> Thanks and have a nice day!
|>
|> Best regards,
|>
|> Terence Liu(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
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
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|> so, it will ensure your issues are resolved in a timely manner.
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Please

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> -----

> | Thread-Topic: Updating SBS 2003 with WS 2003 SP1 dies in cleanup phase.

> | thread-index: AccjmA/1yVI5GCH3T2OVQxXLNHQKcA==

> | X-WBNR-Posting-Host: 216.185.74.254

> | From: =?Utf-8?B?UGF1bFJvbmV5?= <PaulRoney@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

> | Subject: Updating SBS 2003 with WS 2003 SP1 dies in cleanup phase.

> | Date: Tue, 19 Dec 2006 10:04:01 -0800

> | Lines: 33

> | Message-ID: <E1613927-8536-41C4-9FCC-818568E6F8FB@xxxxxxxxxxxxxx>

> | 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 V6.00.3790.2757

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

> | Path: TK2MSFTNGHUB02.phx.gbl

> | Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:5358

> | NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148

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

> |

> | We are updating Small Business Server 2003 to SP1, and can't get past

> | the

> | first step (Installing Windows Server 2003 SP1). We run Windows Server

> | 2003

> | SP1, and it dies after a number of minutes in the the cleanup phase.

> | When

> | it

> | dies, the update windows just disappears. There is a Dr. Watson entry in

> | the

> | Application section of the event log describing the failure.

> |

> | The following is the event log entry:

> |

> | The application, e:\c983137b7140dc55fe4d\i386\update\update.exe,

> | generated

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