

## RE: SBS 2003 – SP2 Installation Failure

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-04/msg00776.html>

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- *From:* alan <[alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 5 Apr 2007 05:20:01 -0700
- 

Hi,

I have the same problem. I have tried all the fixes, but it is still a problem installing the SP's for SBS 03.

"Terence Liu [MSFT]" wrote:

Hello Dave,

Thank you for posting here.

According to your description, I understand that you got error "Setup could not verify the integrity of the file Update.inf. Make sure the cryptographic service is running on this computer." When you install windows server 2003 sp2 on SBS 2003. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

This problem may occur if one or more of the following conditions are true:

This behavior is seen when the Trusted Publishers registry key has incorrect settings.

Log file or database corruption exists in the %Systemroot%\System32\Catroot2 folder.

Cryptographic Services is set to disabled.

Other Windows files are corrupted or missing.

The timestamp signature or certificate could not be verified or is malformed.

The hidden attribute is set for the %Windir% folder or one of its subfolders.

To resolve this behavior, use the following methods. After you perform the steps in each method, test to see whether the problem is resolved before you go on to the next method. If the problem is resolved with any method, you do not have to use the remaining methods.

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### Method 1:

1: The following key should be modified:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Microsoft\SystemCertificates\TrustedPublisher\Safer

REG\_SZ= AuthenticodeFlags

Value = 0

The AuthenticodeFlags value should be changed from 1 to 0.

2: Reboot the server to ensure the changes have taken affect. Rename the original svcpack.log to scvpack.old and execute the SP1 installation again. Monitor for any further errors.

### Method 2: Rename the Edb.log file

To resolve this behavior, rename the Edb.log file, and then try to install the program again. To rename the Edb.log file, follow these steps:

1. Click Start, click Run, type cmd in the Open box, and then OK.

2. At the command prompt, type the following command, and then press ENTER:

```
ren %systemroot%\system32\catroot2\Edb.log *.tst
```

### Method 3: Set Cryptographic Services to automatic

Set the Cryptographic Services to Automatic, and then try to install the program again. To set the Cryptographic Services to Automatic, follow these steps:

1. Start the Administrative Tools utility in Control Panel.

2. Double-click Services.

3. Right-click Cryptographic Services, and then click Properties.

4. Click Automatic for Startup type, and then click Start.

Note Windows 2000 does not list Cryptographic Services in the SERVICES Administrative Utility.

### Method 4: Rename the Catroot2 folder

Rename the Catroot2 folder (Windows XP and Windows Server 2003 only), and then try to install the program again.

Note Skip this method if the operating system is Windows 2000.

To rename the Catroot2 folder, follow these steps:

1. Click Start, click Run, type cmd, and then click OK.

2. At the command prompt, type the following commands, and then press ENTER after each line:

```
net stop cryptsvc
```

```
ren %systemroot%\System32\Catroot2  
oldcatroot2
```

```
net start cryptsvc
```

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exit

3. Remove all tmp\*.cat files from the following folder:

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

If no files that start with tmp exist in this folder, do not remove any other files. The .cat files in this folder are necessary for installing hotfixes and service packs.

Important Do not rename the Catroot folder. The Catroot2 folder is automatically recreated by Windows, but the Catroot folder is not recreated if the Catroot folder is renamed.

Method 5: Reregister DLL files that are associated with Cryptographic Services

To register .dll files that are associated with Cryptographic Services, follow these steps:

1. Click Start, click Run, type cmd in the Open box, and then OK.

2. At the command prompt, type the following commands, and press ENTER after each command:

```
regsvr32 /u softpub.dll
regsvr32 /u wintrust.dll
regsvr32 /u initpki.dll
regsvr32 /u dssenh.dll
regsvr32 /u rsaenh.dll
regsvr32 /u gpkcsp.dll
regsvr32 /u sccbase.dll
regsvr32 /u slbcsp.dll
regsvr32 /u mssip32.dll
regsvr32 /u cryptdlg.dll
exit
```

Note Click OK if you are prompted.

Note Microsoft Windows 2000 does not include the Sccbase.dll file. If you are running a version of Windows 2000, omit the Sccbase.dll file.

3. Restart your computer.

4. Click Start, click Run, type cmd in the Open box, and then click OK.

5. At the command prompt, type the following commands, and press ENTER after each command:

```
regsvr32 softpub.dll
regsvr32 wintrust.dll
regsvr32 initpki.dll
regsvr32 dssenh.dll
regsvr32 rsaenh.dll
regsvr32 gpkcsp.dll
regsvr32 sccbase.dll
regsvr32 slbcsp.dll
```

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regsvr32 mSSIP32.dll  
regsvr32 cryptdlg.dll  
exit

Note Click OK if you are prompted.

Note Microsoft Windows 2000 does not include the Scabase.dll file. If you are running a version of Windows 2000, omit the Scabase.dll file.

6. Restart the computer.

Method 6: Remove the hidden attribute from %Windir% and from its subfolders

1. Click Start, click Run, type cmd in the Open box, and then OK.

2. At the command prompt, type the following commands, pressing ENTER after each line:

```
attrib -s -h %windir%  
attrib -s -h %windir%\system32  
attrib -s -h %windir%\system32\catroot2
```

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](http://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.

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Any input or comments in this thread are highly appreciated.

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| Reply-To: "Dave Wendel" <dave@xxxxxxxxxxxx>  
| From: "Dave Wendel" <dave@xxxxxxxxxxxx>  
| Subject: SBS 2003 – SP2 Installation Failure  
| Date: Fri, 30 Mar 2007 08:53:31 –0700  
| Lines: 13  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3028  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3028  
| X-RFC2646: Format=Flowed; Original  
| Message-ID: <eE0tROucHHA.4004@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: c-24-17-111-113.hsd1.wa.comcast.net 24.17.111.113  
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:26679  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|  
| I have tried to install SP2 on SBS2003 and get the following error:  
| "Setup could not verify the integrity of the file Update.inf. Make sure  
| the  
| cryptographic service is running on this computer."  
|  
| I have stopped and restarted the service, but as I expected, that did not  
| resolve the issue. I have also downloaded the update but it still fails.  
|  
| All the updates in the past have worked flawlessly.  
|  
| Searching for ideas to resolve the issue.  
| Thanks,  
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|  
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