

RE: Reinstall

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg00020.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Wed, 01 Aug 2007 01:52:34 GMT
-

Hi Zakaria,

Thanks for your reply.

I am glad to know the problem is resolved. I'd like to make a summary of this post:

Problem: Your SBS server doesn't run properly. You have the following problem:

1. When you install the new SBS component, you get the message: "the master file could not be loaded."
2. The Processor is always running at 100%.

Cause: The problem is caused by missing system files.

Solution: To resolve this, please run the following commands:

```
sfc /purgecache  
sfc /scannow
```

For future postings, I would like to list the following information as a guideline when submitting new posts in the future. This information will help us to understand the issue and situation more quickly. Thank you!

1. Has the server/client/product ever worked?
2. If so, what changed?
3. What service packs and updates were applied?
4. What are the steps to reproduce the problem?
5. Does it happen the same way on any other systems?
6. Please provide the exact error message with any screenshots, if possible.

If you need any assistance in the future, please feel free to post in our newsgroup.

Best regards,

RE: Reinstall

Robert 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.

=====
This posting is provided "AS IS" with no warranties, and confers no rights.

<Thread-Topic: Reinstall
<thread-index: AcfTmqm0m+vY9bONRFenQsX4P+Y6Gg==
<X-WBNR-Posting-Host: 207.46.19.168
<From: =?Utf-8?B?WmFrYXJpYQ==?= <Zakaria@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<References: <94B767AB-4814-4A3A-901C-8A2560930AA2@xxxxxxxxxxxxxx>
<Wx11nUo0HHA.5836@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: RE: Reinstall
<Date: Tue, 31 Jul 2007 10:46:02 -0700
<Lines: 182
<Message-ID: <BFDE7A2A-106F-43C4-B7D1-CBC08484E9CF@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

RE: Reinstall

RE: Reinstall

<Importance: normal
<Priority: normal
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2826
<Newsgroups: microsoft.public.windows.server.sbs
<Path: TK2MSFTNGHUB02.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:53574
<NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
<X-Tomcat-NG: microsoft.public.windows.server.sbs

<
<Hello Robert

<
<Thanks for your help, The server is back up and running normally. All the
<problems that I have being experencing have being resolved also RAM usage
is
<down which is an added bonus.

<
<Once again thanks for your help.

<
<Regards,
<Zakaria

<
<"Robert Li [MSFT]" wrote:

<
<> Hello Zakaria,
<>
<> Thanks for posting in our newsgroup.
<>
<> I am sorry for the delay due to the weekend.
<>
<> From your description, I know that your SBS server doesn't run properly.
<> You have the following problem:
<>
<> 1. When you install the new SBS component, you get the message: "the
master
<> file could not be loaded."
<>
<> 2. The Processor is always running at 100%.
<>
<> If I am not right, please don't hesitate to let me know.
<>
<> First, please understand that our newsgroup is an issue based service,
<> meaning we usually respond to one question/issue per post. This will
lessen
<> the confusion for both of us, as well as ensure that our results are
<> accurate and not a result of a test for a different question. Since
we're
<> not sure whether these issues are related, I suggest we focus on the
first
<> question in this post. If the 2nd problem persists after we resolve the
1st
<> one, please open a new post here for further discussion.

RE: Reinstall

RE: Reinstall

- ◇
- ◇ Also, it's not recommended to rebuilt your server.
- ◇
- ◇ Based on my research, I'd like to give you the following suggestions:
- ◇
- ◇ Step 1: The problem may be caused by missing system files. To resolved this, please run the following commands:
- ◇ sfc /purgecache
- ◇ sfc /scannow
- ◇
- ◇ Step 2: Please logon with another user account and try again.
- ◇
- ◇ Step 3: Please make a clean boot to make sure the problem is not caused third party software:
- ◇
- ◇ 1. Click Start→Run...→type msconfig and press Enter.
- ◇ 2. Click Services tab and select Hide All Microsoft Services and Disable All third party Services.
- ◇ 3. Click Startup tab and Disable All startup items.
- ◇ 4. Click OK and choose Restart.
- ◇ 5. After reboot, check whether the problem still occurs.
- ◇ 6. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.
- ◇
- ◇ Step 4: Please run a virus check on the system.
- ◇
- ◇ Step 5: If possible, please do a system restore.
- ◇
- ◇ For more information, please refer to:
- ◇ Backing Up and Restoring Windows Small Business Server 2003
- ◇
- ◇ <http://www.microsoft.com/downloads/details.aspx?FamilyID=487736f8-f6f5-436d-a82d-0c8d66e2a634&DisplayLang=en>
- ◇
- ◇ If the problem persists, please help me collect the following information for further research:
- ◇
- ◇ 1. Screen shot of the error when you add a new SBS component.
- ◇
- ◇ 2. MPS Report
- ◇
- ◇ 1) Download MPS report tool from:
- ◇
- ◇ http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE
- ◇ 2) Run the MPSRPT_SETUPPerf.exe on the server box.
- ◇ 3) Wait for 10~15 minutes.
- ◇ 4) Open Windows explorer, navigate to

RE: Reinstall

RE: Reinstall

<> %SYSTEMROOT%\MPSReports\Setup\Reports\cab\
<> 5) Send the .cab file to us.
<>
<> Please send the information to v-robelt@xxxxxxxxxxxxx with subject:
<> 40014450-Reinstall.
<>
<> I am looking forward to hear from you.
<>
<> If you need further assistance, please don't hesitate to let me know.
<>
<> Best regards,
<>
<> Robert 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.
<>
<> =====
<>

RE: Reinstall

◇ This posting is provided "AS IS" with no warranties, and confers no rights.

◇

◇ -----

◇ <Thread-Topic: Reinstall

◇ <thread-index: AcfQkn+mKaHJJorzTMeJkawhtvMplA==

◇ <X-WBNR-Posting-Host: 207.46.192.207

◇ <From: =?Utf-8?B?WmFrYXJpYQ==?= <Zakaria@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

◇ <Subject: Reinstall

◇ <Date: Fri, 27 Jul 2007 14:10:02 -0700

◇ <Lines: 21

◇ <Message-ID: <94B767AB-4814-4A3A-901C-8A2560930AA2@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 V6.00.3790.2826

◇ <Newsgroups: microsoft.public.windows.server.sbs

◇ <Path: TK2MSFTNGHUB02.phx.gbl

◇ <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:52983

◇ <NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148

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

◇ <

◇ <Hello

◇ <

◇ <I have recently installed an SBS 2003 R2 Premium on a server, however

I

◇ <think the installation did not runn propely as of teh basic features do

◇ not

◇ <function propely. Eg: When I want to install an new windows component form

◇ <the add and remove programes menu I get a pop up message that the master

◇ file

◇ <could not be loaded. Some of the other problem I am having is that the

◇ <processor is always running at 100%.

◇ <

◇ <I have installed a number of SBS 2003 R2 Premium Edition and none of them

◇ <have these problems.

◇ <

◇ <I have checked and there is no faulty hardware. Therefore I want to

◇ <reinstall the SBS 2003 R2 Premium edition over the current installation

◇ and

◇ <what know if it will effect the current configuration (exchange server,

◇ ISA

◇ <server, Active Directory, Domian Controller).

RE: Reinstall

RE: Reinstall

<<
<<Also is there anything else I can try to solve the problem without
having
<> to
<>reinstall or format and reload.
<<
<<Thanks
<<
<
<
<
<