

Re: Error Reinstalling Exchange 2003 on Small Business Server 2003

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg02541.html>

- *From:* "Merv Porter [SBS-MVP]" <mwport@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 17 Aug 2007 13:47:54 -0400
-

I'm usually not happy with taking over anyone else's server install. Too many things are hidden. So, if a reinstall is available, I would think this would be the best approach. At least you would bring the server into a known, good baseline state.

Client's generally don't understand this approach because it costs them money up front. But if you're going to be their systems admin on a regular basis, it can actually save them money rather than having you spend time troubleshooting in the dark.

--

Merv Porter [SBS-MVP]

=====

"Nick B." <Nick.Barnwell@xxxxxxxxxx> wrote in message
<news:1187371420.183375.263230@xx>

On Aug 17, 1:16 pm, "Merv Porter [SBS-MVP]"
<mwport@xxxxxxxxxxxxxxxxxxxx> wrote:

I'll keep thinking, but I'm running out of things to try Nick. I hope someone else can jump in here.

--

Merv Porter [SBS-MVP]

=====

"Nick B." <Nick.Barnw...@xxxxxxxxxx> wrote in message

<news:1187365398.135646.34590@xx>

On Aug 17, 11:37 am, "Merv Porter [SBS-MVP]"
<mwport@xxxxxxxxxxxxxxxxxxxx> wrote:

Maybe try reapplying Exchange SP1.

--

Merv Porter [SBS-MVP]

=====

"Nick B." <Nick.Barnw...@xxxxxxxx>
wrote in message

news:1187363992.170650.267240@xx

On Aug 17, 10:32 am,
"Merv Porter [SBS-MVP]"
<mwport@xxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

And what is
the exact
text of the
error?

--

Merv Porter
[SBS-MVP]

=====

"Nick B."
<Nick.Barnw...@xxxxxxxx>
wrote in
message

news:1187360687.042382.191750@xx

On
Aug
16,
4:10

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pm,
"Nick
B."
<Nick.Barnw...@xxxxxxxxxx>
wrote:

On
Aug
16,
3:47
pm,
"Merv
Porter
[SBS-MVP]"

<mwport@xxxxxxxxxxxxxxxxxxxxxx>
wrote:

No,
I'm
wondering
if
it
has
to
do
with
which
SP
level
Exchange
was
originally
at
(no
SP,
SP1,
SP2),
or
a
problem
with
IIS.

--
Merv
Porter

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[SBS-MVP]

=====

<Nick.Barnw...@xxxxxxxxxx>
wrote
in
message

news:1187292578.974211.211960@xxxxxxxxxx

On
Aug
16,
2:56
pm,
Nick.Barnw...@xxxxxxxxxx
wrote:

On
Aug
16,
11:20
am,
"Merv
Porter
[SBS-MVP]"

<mwport@xxxxxxxxxxxxxxxxxx>
wrote:

You
might
want
to
take
a
look
at
this
thread...

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Reinstall
Exchange
on
SBS
2003
SP1 <http://groups.goc>

Merv
Porter
[SBS-MVP]
=====

"Nick"
<nick.barnw...@xxx...>
wrote
in
message

<news:57D1259A-0A...>

Hello
all,

I'm
currently
doing
some
consulting
work
for
a
small
real
estate
firm,
and
as
part
of
that

they've
asked
me
to
help
migrate
their
email
over
to
an
Exchange
system
and
installing
a
BES
server.
The
server
was
configured
about
2
years
ago
by
a
different
company,
and
after
I
had
setup
the
accounts
for
everyone
I
was
having
issues
with
Public
Folders
and
the
Offline
Address
List

and
thus
decided
to
reinstall.
I
started
by
uninstalling
Exchange
and
everything
seemed
to
be
fine.
I
then
started
up
the
Add/Remove
components
wizard
again
and
set
it
up
to
reinstall
Exchange,
popped
in
the
CD,
etc...
However,
about
halfway
through
the
install
I
got
an
error
about
the
IIS
Store

not registering correctly, and was prompted with the "Cancel", "Retry". Retrying results in the same error, but after a cancel it proceeds and finishes the install with the same error message at the end. I attributed this to a fluke and uninstalled again, and then reinstalled and was prompted with the

same
error.
I
read
through
a
few
KB
articles
at
this
point
and
thought
perhaps
it
had
to
do
with
IIS
,
and
used
this
article
325889.
To
try
and
resolve
the
issue.
This
still
did
not
solve
the
problem
and
now
when
uninstalling
I
get
the
error

Code:

"Setup failed while installing sub-component Exchange ActiveSync with error code 0X80072030 (please consult the installation log for detailed description). You may cancel the installation or try the failed step again." I have to cancel, retry does no good.

and something identical for OMA. I'm

at
a
loss
as
for
what
to
do,
and
would
really
prefer
to
avoid
a
reinstall
as
I
would
have
to
setup
numerous
AntiVirus,
Backup,
and
Database
utilities.
I
have
error
logs
available
if
they're
needed.

Thank
you
for
your
time
in
advance

I
have

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in
fact
tried
reinstalling
using
the
/DisasterRecovery
and
/
Reinstall
switches.
Disaster
Recovery
seems
to
work,
but
I'm
unable
to
get
the
Microsoft
Exchange
Information
Store
Service
to
start,
and
Reinstall
gives
the
same
error
about
halfway
through.
I've
tried
uninstalling
and
reinstalling
IIS
to
no
avail,
but
that
did
nothing

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to
help
the
problem.

I
can
see
how
the
CEICW
would
setup
the
OMA
and
ActiveSync
directories,
but
do
you
think
that
would
fix
the
errors
I'm
having
with
not
being
able
to
start
the
Information
Store
service?

I
believe
the
SBS
CD's
were
the

RTM,
but
the
configuration
I
was
working
from
was
updated
to
SP1
for
the
main
SBS
components.
Unless
the
Exchange
SP1
update
was
included,
than
Exchange
was
working
from
a
no
SP
standpoint.
I
highly
doubt
that
the
CIClientApps
folder
was
ever
moved,
as
Exchange
hadn't
even
been
touched
before
this

moment.–

Hide

quoted

text

–

–

Show

quoted

text

–

I
tried
reinstalling
both
SP1
for
Exchange
and
SBS,
and
neither
has
fixed
the
problems
I'm
having.
I
also
tried
runng
the
CEICW
wizard
after
each
install,
but
that
failed
to
complete,
just
gives
me

an
error
when
it
comes
to
configuring
the
Email
settings.–
Hide
quoted
text
–

– Show
quoted text
–

Unable to initialize the
Microsoft Exchange
Information Store
service. – Error
0xc0040391. and Error
0xc0040391 calling
StrInitialize in REAPI.DLL.
show up in the Event
Viewer when trying to start
the Exchange IS
service. IF you're referring
to the Connection Wizard, it
just says

"An error occurred while
configuring a component.
To continue with the wizard
and configure remaining
components,
click
OK.
To end the wizard without
configuring the remaining
components,
click
Cancel."– Hide quoted text

–

– Show quoted text –

I've tried that twice, I still get the same issue where I cannot start the Information Store service– Hide quoted text –

– Show quoted text –

I know how you feel. I've contacted the people who setup the server and they're at a loss as well. We're not sure if we have a backup of the server's original configuration, so at this point we may just reformat and reinstall everything.