

## Re: SBS Monitoring reinstall fails

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg04123.html>

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- *From:* [bdcpbdep@xxxxxxxxxxx](mailto:bdcpbdep@xxxxxxxxxxx)
  - *Date:* Thu, 27 Sep 2007 15:12:18 -0700
- 

Hello Robert,

Thanks for following up on my support issue. I have sent the zip file with the logs you requested. I zipped these right after my last attempt earlier today.

Also here is the history of upgrades on the SBS 2003 system. Maybe that can help figure out the issue.

System Upgrade history:

Originally sbs 2003 sp0  
Upgraded to sp1...  
-- SharePoint instance on SQL Server 2000 SP4  
-- Monitoring instance on SQL Server desktop engine (msde) sp4  
Installed premium apps (isa 2004, sql 2005)  
upgraded ISA 2004 to sp3  
upgraded sharepoint to sql 2005  
Install R2 Technologies  
--Installed Windows Sharepoint Services SP2  
--(Exchange SP 2 was already installed)  
Installed SBS 2003 R2 Technologies ("Server is now sbs 2003 R2.")  
Upgraded wsus 2.0 to 3.0 (<-- broke sbs monitoring?)  
uninstalled sbs monitoring including msde instance  
-monitoring reinstall from original cd fails  
backed up and uninstalled wsus 3.0  
uninstalled R2 components(from add/remove programs)  
-monitoring reinstals fails..."An error occurred while installing Microsoft Data Engine (MSDE). Rerun Setup, and retry installing Monitoring"

Thanks,

Bruno

Re: SBS Monitoring reinstall fails

On Sep 27, 3:12 am, v-rob...@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT]) wrote:

Hello,

Thanks for posting in our newsgroup.

From your description, I know that you can't reinstall the Monitoring component and get error: "An error occurred while installing Microsoft Data Engine (MSDE). Rerun Setup, and retry installing Monitoring". If that's not right, please don't hesitate to let me know.

Your Monitoring uninstallation steps are correctly. This will completely remove the Monitoring component.

I noticed your MSSQL\$SBSMONITORING and SQLAGENTS\$ SBSMONITORING appears in Add/Remove programs. This shows the MSDE was partly installed.

I didn't find the related logs in this post. Please send me the following information and I need to do research. Thanks for your time and patience.

Please send me the following information:

1. Zip the "C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap\LOG\Files" folder.

2. MSDE\_SBSMonitoring Log

%sbsprogramdir%\support\MSDE\_SBSMonitoring.log

3. SBSMonitoringError Log

%programfiles%\Microsoft SQL Server\MSSQL\$SBSMonitoring\LOG\errorlog

Please send me the information to v-rob...@xxxxxxxxxxxxxx with subject: SBSMonitoringreinstallfails.

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](http://www.microsoft.com/security)

Re: SBS Monitoring reinstall fails

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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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<From: bdcpb...@xxxxxxxxxxxxx  
<Newsgroups: microsoft.public.windows.server.sbs  
<Subject: SBSMonitoringreinstallfails  
<Date: Tue, 25 Sep 2007 05:51:48 -0700  
<Organization:<http://groups.google.com>  
<Lines: 79  
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Re: SBS Monitoring reinstall fails

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giganews.com!nntp.giganews.com!postnews.google.com!n39g2000hsh.googlegroups  
com!not-for-mail  
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<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<  
<Hi All:  
<  
<After upgrading WSUS 2.0 to 3.0 my SBSmonitoringstarted misbehaving  
<and showing "page cannot be displayed" errors.  
<  
<  
<I proceeded to remove and reinstall SBSMonitoringas outlined below.  
<However, I keep getting an error in the middle of the setup process.  
<I  
<have tried this entire procedure at least three times and get the  
<same  
<error:  
<  
<  
<"An error occurred while installing Microsoft Data Engine (MSDE).  
<Rerun Setup, and retry installingMonitoring"  
<  
<  
<Note that despite the error, MSSQL\$SBSMONITORING and SQLAGENT\$  
<SBSMONITORING do appear on the services applet, but as disabled.  
<  
<  
<Below I'm outlining the instructions used for the reinstallation as  
<well as the error log found at C:\Program Files\Microsoft SQL Server  
<\MSSQL\$SBSMONITORING\LOG  
<  
<  
<I appreciate your help. Thanks!  
<  
<  
<Reinstallations instructions used:  
<  
<1) UninstallMonitoringusing Add/Remove Programs  
<2) Remove the Microsoft SQL Data Engine (MSDE) component. To do  
<so,  
<follow these steps:  
<a) Click "Start", point to "Control Panel", and then click "Add  
<or  
<Remove Programs".  
<b) Click "Microsoft SQL Server Desktop Engine (SBSMONITORING)",  
<and

Re: SBS Monitoring reinstall fails

<then click "Remove".  
<c) When you are prompted about whether you want to remove  
<Microsoft  
<SQL Server Desktop Engine (SBSMONITORING) from your computer, click  
<"Yes".  
<d) Start Windows Explorer, and then locate and delete the  
<following  
<folder:  
<Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING  
<e) Use Registry Editor to delete the following registry key:  
<HKEY\_LOCAL\_MACHINE\Software\Microsoft\SmallBusinessServer\Monitoring  
<HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server  
<\SBSMonitoring  
<3) Delete theMonitoringvirtual directory from IIS.  
<4) Rename the C:\Inetpub\Monitoringfolder  
<5) Remove the SQLServer Service registry key.  
<HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\MSSQL  
<{\$<INSTANCENAME>  
<(Nothing found)  
<6) Remove the SQLServerAgent Service registry key:  
<HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\SQLAgent  
<{\$<INSTANCENAME>  
<(Nothing found)  
<7) Reboot  
<8) ReinstallMonitoringusing Add/Remove programs  
<a) Select maintenance for Server Tools and install for Monitor  
<b) Confirm selection and proceed with setup  
<  
<  
<Before the setup completes it displays the following error:  
<An error occurred while installing Microsoft Data Engine (MSDE).  
<Rerun  
<Setup, and retry installingMonitoring.  
<  
<Please help!  
<  
<Thanks!  
<  
<