

## Re: SBS 2003/WSUS 2.0 Problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-12/msg03335.html>

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- *From:* Sam <Sam@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Wed, 26 Dec 2007 23:07:00 -0800
- 

Ok, got it working. Thanks for the advice Terrence.

Here is what I did.

First tried Option 1. When I tried to reinstall WSUS from the R2 disc, it gave me an error at the end stating that some files were not copied correctly and I just assumed that setup ultimately had failed.

So I moved on to option 3.

After all is said and done, WSUS setup still gave the same error and I though I would have to go through the process of sending large files over email. Before I started doing that though, I opened Server Management to check and make sure. Low and behold there was the Update Services option on the left and it was working.

Since I got the same error on both option 1 and option 3, I can only assume that option 1 indeed worked and I didn't have to do option 3. Live and learn I guess.

Thanks for the help guys.

Sam

"Terence Liu [MSFT]" wrote:

Hello Sam,

Thank you for posting here. Let's also thank Larry for the input.

According to your description, I understand that you get error when you try to install WSUS 2.0 on SBS 2003 R2. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, {5546F70C-0437-44EE-A923-7C23E6EFF689} is the Monitoring component we checked in the registry and it appears the monitoring component is not getting upgraded to R2 which is causing the

Re: SBS 2003/WSUS 2.0 Problem

WSUS install to fail

I suggest we try the following steps to see if we can resolve this issue:

Option 1

1. Have customer get the SBS2003 CD3 and place in the CD drive
2. From a command prompt go to the following directory: CD Drive:\SBS\MONITOR
3. Type: monitoring.msi INSTDIR="C:\Program Files\Microsoft Windows Small Business Server\Monitoring" IISDIR=c:\inetpub\Monitoring /L\*v c:\log.txt

Option 2

1. Make a copy of the Monitoring folder from SBS2003 CD3 or from Download link:  
<http://download.microsoft.com/download/e/0/f/e0fee8ce-768d-41c0-8871-9bc48e0b3fc3/ToDownLoadFilesandReadInstructions.htm>
2. From a command prompt from the newly downloaded directory: monitoring.msi INSTDIR="C:\Program Files\Microsoft Windows Small Business Server\Monitoring" IISDIR=c:\inetpub\Monitoring /L\*v c:\log.txt

Option 3

Uninstall and reinstall Monitoring as a Last Option

Reinstall monitoring component

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Note: Please make a full backup of the SBS 2003 server before the following steps.

I. Uninstall Monitoring

1. Click Start, click Control Panel, and then click Add or Remove Programs.
2. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
3. Click Next to start the wizard.
4. On the Windows Configuration page, click Next.
5. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Monitoring component to Remove, and then click Next.
6. On the Component Summary page, click Next.
7. Click Finish.

II. Uninstall Microsoft SQL Server Desktop Engine (SBSMONITORING)

In Add or Remove Programs, select Microsoft SQL Server Desktop Engine (SBSMONITORING) and then click Remove. A dialog box appears. To confirm that you want to remove, click Yes.

III. Rename the folder

## Re: SBS 2003/WSUS 2.0 Problem

Start Windows Explorer, and then locate and rename the following folder:

C:\Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING

to C:\Program Files\Microsoft SQL Server\Old.MSSQL\$SBSMONITORING

IV. 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

V. Install the Monitoring component

1. In Add or Remove Programs, select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
2. Click Next.
3. On the Windows Configuration page, click Next.
4. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Monitoring component to Install, and then click Next.
5. On the Logon Information page, click Next.
6. On the Component Summary page, click Next.
7. Click Finish.

Additional, please refer to the following steps to reinstall the WSUS from your SBS Server:

- a. Click Control Panel> Click Add or Remove Programs.
- b. Click Windows Small Business Server 2003 R2
- c. Click Remove.

Notes: These steps just remove WSUS and can't remove any other component in your Server.

- d. Reinstall WSUS from your SBS R2 Technology CD 6.
- e. After you reinstall WSUS, please configure it back and see if the problem persists.

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

1. Please gather the R2\_Setup.log file and send to me.
2. What error do you get when you locate on "Update Services" node in Server Management console? Please capture screenshots on the error messages and send the pictures to me at v-terliu@xxxxxxxxxxxxxx
3. Gather MPS network report on SBS:
  - a. Download MPSrepot\_network from <http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9>

Re: SBS 2003/WSUS 2.0 Problem

15706/MPSRPT\_NETWORK.EXE

- b. Run MPSRPT\_NETWORK.exe.
- c. The tool will automatically collect the information. This procedure will take 10~15 minutes.
- d. Open Windows Explorer, navigate to the folder:  
%SystemRoot%\MPSReports\Network\Reports\Cab\  
e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

I hope these steps will give you some help.

Thanks and have a nice day!

Merry Christmas and Happy New Year!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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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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Re: SBS 2003/WSUS 2.0 Problem

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| Thread-Topic: SBS 2003/WSUS 2.0 Problem  
| thread-index: AchHATvZ5viwzLkdTg+swL93uv+P7g==  
| X-WBNR-Posting-Host: 207.46.19.197  
| From: =?Utf-8?B?U2Ft?= <Sam@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <A0449EEC-9117-4BF3-9AB1-5EA2EA7BA8FE@xxxxxxxxxxxx>  
<u2OiQsuRIHA.3916@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: Re: SBS 2003/WSUS 2.0 Problem  
| Date: Tue, 25 Dec 2007 06:20:00 -0800  
| Lines: 38  
| Message-ID: <635C141D-ED14-4254-A494-9C0A98B5D337@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 V6.00.3790.2992  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:83524  
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|  
| Yes. Here is the output of that command.  
|  
| Microsoft Windows [Version 5.2.3790]  
| (C) Copyright 1985-2003 Microsoft Corp.  
|  
| C:\Documents and Settings\administrator>net user Administrator /Domain  
| User name Administrator  
| Full Name Administrator  
| Comment Built-in account for administering the  
| computer/dom  
| ain  
| User's comment  
| Country code 000 (System Default)  
| Account active Yes  
| Account expires Never  
|  
| Password last set 5/24/2007 3:47 PM  
| Password expires Never  
| Password changeable 5/24/2007 3:47 PM  
| Password required Yes  
| User may change password Yes  
|  
| Workstations allowed All  
| Logon script SBS\_LOGIN\_SCRIPT.bat

Re: SBS 2003/WSUS 2.0 Problem

```
| User profile
| Home directory
| Last logon 12/25/2007 9:13 AM
|
| Logon hours allowed All
|
| Local Group Memberships *Administrators
| Global Group memberships *Group Policy Creator *Domain Admins
| *SBS Mobile Users *Schema Admins
| *Domain Users *Enterprise Admins
| The command completed successfully.
|
|
| C:\Documents and Settings\administrator>
```