

## RE: Windows Server Update Services 2.0 Error

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg02685.html>

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- *From:* Richard Johansson, Parnasso <[RichardJohanssonParnasso@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:RichardJohanssonParnasso@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 21 Jan 2008 01:28:01 -0800
- 

I have found the paths that you specified and I have also zipped the specified files. After this I ran the analysis tool that you submitted a link to. The specified file has now been emailed to you.

"Manfred Zhuang [MSFT]" wrote:

Hello Customer,

Thanks for your posting here.

From your post, I understand that an error related to the update service is encountered.

Before we go any further, I would like to confirm the following information with you.

1. Could you find the SoftwareDistribution.log on C: partition?
2. Does the C:\Program Files\Update Services folder exist?
3. When did you get the error message? When you try to synchronize WSUS server?

Now please help me to collect the following information for further research.

1. Export the following registry key and rename to .txt file.

HKEY\_LOCAL\_MACHINE\Software\Microsoft\Update Services

2. Compress all the files in C:\Program Files\Update Services\logfiles folder to a .ZIP file.

3. Please download the MPS Report tool from the following link and run it on the SBS server, then send the generated CAB file to my mailbox [v-mzhuang@xxxxxxxxxxxxxx](mailto:v-mzhuang@xxxxxxxxxxxxxx) for further investigation so that we can find what the root cause is:

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[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_SUS.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SUS.EXE)

For your information:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F-88B7-F9C79B7306C0&displaylang=en>

If you have any concern, please feel free to let me know.

Best regards,

Manfred Zhuang(MSFT)  
Microsoft 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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| Thread-Topic: Windows Server Update Services 2.0 Error  
| thread-index: AchZ+bVvIevOfsM3Ry6dNxjZaJuy7A==  
| X-WBNR-Posting-Host: 207.46.192.207  
| From: =?Utf-8?B?UmljaGFyZCBKb2hhbnNzb24sIFBhcm5hc3Nv?=<RichardJohanssonParnasso@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: Windows Server Update Services 2.0 Error  
| Date: Fri, 18 Jan 2008 09:44:00 -0800  
| Lines: 29

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| Message-ID: <48C30BBF-139C-407F-BEC1-36FDB2FC59F7@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  
| 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:87478  
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

|  
| Hi!  
| I have a client running an SBS2003 R2 server with the latest updates on  
| it.  
| At least I think so. For some time now, there has been an inconveniency  
| as to  
| the update services. In the Performance Report there is an error telling  
| me  
| that the log files for the Update Services could not be written due to  
| that  
| the files were in use by another process. Is there any means by which I  
| can  
| correct this error? The server is not used as an update server except for  
| the  
| server itself and the update status for the server I think should be  
| considered crucial.

|  
| Is there any convenient way of going around this problem?

|  
| The specific message posted in the Performance Report is pasted below:

|  
| The Windows Server Update Services Server experienced an error while  
| attempting to write to the log file. 6048.3 System.IO.IOException: The  
| process cannot access the file "C:\Program Files\Update  
| Services\LogFiles\SoftwareDistribution.log" because it is being used by  
| another process. at System.IO.\_\_Error.WinIOError(Int32 errorCode, String  
| str)  
| at System.IO.FileStream..ctor(String path, FileMode mode, FileAccess  
| access,  
| FileShare share, Int32 bufferSize, Boolean useAsync, String msgPath,  
| Boolean  
| bFromProxy) at System.IO.FileStream..ctor(String path, FileMode mode,  
| FileAccess access, FileShare share) at  
| Microsoft.UpdateServices.Internal.TraceLogger.OpenFile() at  
| Microsoft.UpdateServices.Internal.TraceLogger.WriteLine(String message)

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| Help anyone?  
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