

Re: Installing SP1 for W2K3 dies in cleanup phase if too many hotf

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.setup/2007-03/msg00057.html>

- *From:* kuhill@xxxxxxxxxx
 - *Date:* 13 Mar 2007 10:18:13 -0700
-

I just ran into this issue as well. What I really need to know at this point is, it is safe to reboot the server after the failed SP1 install, or do I need to roll back the SP1 first? I don't have time to drive an hour to get in front of the box and struggle through safe mode boots, etc.

Thanks,
Kevin

On Jan 30, 11:04 pm, AlanAlbany <AlanAlb...@xxxxxxxxxxxxxxxx> wrote:

Hi,
There are reports from two other users of this problem in the microsoft.public.windows.server.sbs newsgroup in the thread with subject of "Updating SBS 2003 with WS 2003 SP1 dies in cleanup phase." first posted by PaulRooney on 12/19/2006.

What I need to know is whether it is safe to just reboot the system to complete the SP1 install when this problem occurs.

To provide some further details, our servers have about 95 or more hotfixes installed (counting by the number of folders in the C:\Windows\\$\hf_mig\$ folder) when the problem occurs and svcpack.log is reporting about 53 or more of these as migrated. My testing was unable to establish definitive threshold values as they varied slightly between the two different test systems, however in each case there was a particular number of recent hotfixes that needed to be uninstalled to fix the problem independent of which particular hotfixes were uninstalled.

Regards,

AlanAlbany

"Vincent Xu [MSFT]" wrote:

Hi,

Re: Installing SP1 for W2K3 dies in cleanup phase if too many hotf

So far there is no others report such issue and I'll keep monitoring and reporting this issue.

thanks.

Best regards,

Vincent Xu
Microsoft Online Partner Support

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| Thread-Topic: Installing SP1 for W2K3 dies in cleanup phase if too many hotf

| thread-index: AcdEGH73D0n3uFMDQ1q/JUIoHLjFEA==

| X-WBNR-Posting-Host: 130.95.128.51

| From: =?Utf-8?B?QWxhbkFsYmFueQ==?=

<AlanAlb...@xxxxxxxxxxxxxx>

| References:

<3CDCE4CE-B97D-4A6F-9565-2C517D4CE...@xxxxxxxxxxxxxx>

<#P#6M9ARHHA....@xxxxxxxxxxxxxxxxxxxxxx>

| Subject: RE: Installing SP1 for W2K3 dies in cleanup phase if too many hotf

| Date: Mon, 29 Jan 2007 18:44:00 -0800

| Lines: 119

| Message-ID:

<3E173280-0DCC-4BDA-B70A-223B7E969...@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 V6.00.3790.2757

| Newsgroups: microsoft.public.windows.server.setup

| Path: TK2MSFTNGHUB02.phx.gbl

| Xref: TK2MSFTNGHUB02.phx.gbl

microsoft.public.windows.server.setup:597

| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148

| X-Tomcat-NG: microsoft.public.windows.server.setup

|

Re: Installing SP1 for W2K3 dies in cleanup phase if too many hotf

| Hi Vincent,
| It does not seem to be intermittant according to my testing but directly
| correlated to the number of hotfixes installed on the server. Further for
our
| servers that have all the security hotfixes installed including all the
| cumulative (and not just the latest) IE hotfixes plus a few other
hotfixes we
| install on all our servers, the November 2006 set of hotfixes seemed to
tip
| them over the threshold at which the problem occurs.

|
| Regards,
| Alan Albany

| "Vincent Xu [MSFT]" wrote:

|> Hi,
|>
|> I'm not sure but it appears to be a intermittently problem.
|>
|>
|> Best regards,
|>
|> Vincent Xu
|> Microsoft Online Partner Support
|>
|> Get Secure! -www.microsoft.com/security
|> -----
|> | Thread-Topic: Installing SP1 for W2K3 dies in cleanup phase if too
many
|> | hotfixes
|> | thread-index: AcdDcUb3za+cBKnMTROKjf/yO8Z1Kg==
|> | X-WBNR-Posting-Host: 130.95.128.51
|> | From: =?Utf-8?B?QWxhbkFsYmFueQ==?=
<AlanAlb...@xxxxxxxxxxxxxx>
|> | Subject: Installing SP1 for W2K3 dies in cleanup phase if too many
|> | hotfixes
|> | Date: Sun, 28 Jan 2007 22:47:00 -0800
|> | Lines: 50
|> | Message-ID:
<3CDCE4CE-B97D-4A6F-9565-2C517D4CE...@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 V6.00.3790.2757
|> | Newsgroups: microsoft.public.windows.server.setup

Re: Installing SP1 for W2K3 dies in cleanup phase if too many hotf

```
> | Path: TK2MSFTNGHUB02.phx.gbl
> | Xref: TK2MSFTNGHUB02.phx.gbl
microsoft.public.windows.server.setup:590
> | NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
> | X-Tomcat-NG: microsoft.public.windows.server.setup
> |
> | Since early December 2006 most of the installs of SP1 for W2K3 that I
> | have
> | attempted (around 20 different servers) have died during the cleanup
> | phase
> | with a DrWatson log being generated indicating an access violation in
> | update.exe – the DrWatson application log entry reads as follows:–
> |
> | The application, z:\Patches\Win2003\SP1\i386\update\update.exe,
generated
> | an
> | application error The error occurred on 01/03/2007 @ 12:19:46.861 The
> | exception generated was c0000005 at address 77F760FF
> | (ntdll!RtlEraseUnicodeString)
> |
> |
> | The last lines of the Svcpack.log file read as follows:–
> |
> | 905.781: MigrateHotfix: Migrating hotfix KB924191
> | 905.781: Migrating QFE KB924191 with command line: update.exe –Z
–Q
> | –B:sp1rtm
> | 909.968: MigrateHotfix: Hotfix KB924191 successfully migrated
> | 909.968: MigrateHotfixes: Return code: 0
> | 909.968: MigrateHotfix: Migrating hotfix KB924496
> | 909.968: Migrating QFE KB924496 with command line: update.exe –Z
–Q
> | –B:sp1rtm
> | 915.843: MigrateHotfix: Hotfix KB924496 successfully migrated
> | 915.843: MigrateHotfixes: Return code: 3010
> | 915.843: MigrateHotfix: Migrating hotfix KB925486
> | 915.843: Migrating QFE KB925486 with command line: update.exe –Z
–Q
> | –B:sp1rtm
> | 920.140: MigrateHotfix: Hotfix KB925486 successfully migrated
> | 920.140: MigrateHotfixes: Return code: 0
> |
> |
> | I have done some testing using VMware clones of two of the failing
> | servers
> | and setting the System disk as "Undoable" in VMware to enable
multiple
> | tests
> | on the same system image. This testing has shown the problem is due
to
> | the
```

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|> | number of hotfixes that have been installed on the server. On one
server
|> I
|> | needed to un-install
|> | three hotfixes before the SP1 install ran to completion, only
|> un-installing
|> | one or two hotfixes did not fix the problem. It did not seem to
depend on
|> | which hotfixes were un-installed as un-installing a completely
different
|> set
|> | of three hotfixes also fixed the problem. On the other server clone I
|> only
|> | needed to un-install 2 hotfixes to fix the problem. It would seem
|> installing
|> | the November 2006 security hotfixes via WSUS on our servers caused
most
|> of
|> | them to start exceeding the threshold number of hotfixes installed
that
|> | induces the problem.
|> |
|> | Since the Svcpack.log shows all the hotfixes with post-SP1 variants
have
|> | been successfully migrated I have been treating these SP1 installs as
|> | successful and just doing a reboot manually to complete the install.
As
|> yet I
|> | have not observed any ill-effects from making this assumption but I
would
|> | like confirmation that this is ok. However it would be good to get
an
|> | updated version of update.exe for SP1 that did not have this problem
as I
|> | still have a few more servers requiring update to SP1.
|> |
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|