

RE: Error installing (KB 921896)

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-03/msg00476.html>

- *From:* billb <billb@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 13 Mar 2007 12:19:07 -0700
-

I have downloaded the Microsoft SQL Server 2005 Express Edition Service Pack 2 (KB 921896) but have not been able to install it and have now decided I do not need the update and want to remove the download and all its related files from my computer, can you advise on how to do this?

"GPO" wrote:

The update is called: Microsoft SQL Server 2005 Express Edition Service Pack 2 (KB 921896). My computer seems to think it was downloaded, and each time I retry to update, it seems to go to an install function (which fails). I wonder if there is a way to wipe the download from my system and start over. Here are the error details:

Microsoft SQL Server 2005 Express Edition Service Pack 2 (KB 921896)
Installation date: s/ 8/r007 3:01 AM
Installation status: Failed
Error details: Code 2B22
Update type: Important
This service pack upgrades all Microsoft SQL Server 2005 Express Edition instances and components to Service Pack 2 (SP2). If you need additional installation options, you should download this service pack at the Microsoft Download Center. For more information, see Microsoft Knowledge Base article 921896.
More information:
<http://support.microsoft.com/kb/921896>
More information:
<http://support.microsoft.com>

Any help would be appreciated.

"Peter Sadow [Microsoft]" wrote:

You are encountering a different problem than the previous person. Try scanning and downloading again, maybe there was some network issue when the update was downloading. If you continue to encounter a problem please post

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a
new message and let us know which update you are trying to download.

Thanks,
Peter Sadow [Microsoft]

"GPO" wrote:

I am having the same issue. My download froze at 82% and now it wants to install only, and cannot complete the install, but won't go away as saying I should try again. Any thoughts?

"Peter Sadow [Microsoft]" wrote:

Looks like the Express service is disabled. The service needs to be startable for the upgrade to complete. Go to Administrative Tools and then Services. Look for the entry called "SQL Server (ACT7)". Right-click on the entry and choose properties. You should see the "Startup Type" is disabled. Change the "Startup Type" to manual. Rerun the installation through Microsoft Update.

"DavidW" wrote:

Sure thing:

Time: 03/07/2007
18:51:52.227
KB Number: KB921896
Machine: DAVID2
OS Version: Professional
(Build 6000)
Package Language: 1033
(ENU)
Package Platform: x86
Package SP Level: 2
Package Version: 3042
Command-line parameters
specified:
/quiet
/allinstances
Cluster Installation: No

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Prerequisites Check &
Status
SQLSupport: Passed

Products Detected Language
Level Patch Level
Platform Edition
Express Database Services
(ACT7) ENU SP1
2005.090.2170.00
x86 EXPRESS
Express Database Services
(SQLEXPRESS) ENU SP1
x86 EXPRESS

Products Disqualified &
Reason
Product Reason
Express Database Services
(ACT7) Service was found
to be disabled

Processes Locking Files
Process Name Feature Type
User Name
PID

Product Installation Status
Product : Express Database
Services (ACT7)
Product Version (Previous):
2170
Product Version (Final) :
Status : Not Applied
Log File :
SQL Express Features :
SQL_Data_Files,SQL_Engine,SQL_SharedTools
Error Number : 11059
Error Description : Service
was found to be disabled

Product : Express Database
Services (SQLEXPRESS)
Product Version (Previous):
Product Version (Final) :
Status : Not Applied

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Log File :
SQL Express Features :
Client_Components,Connectivity
Error Number : 0
Error Description :

Summary
Service was found to be
disabled
Exit Code Returned: 11059

"Peter Sadow [Microsoft]"
wrote:

Looks like
you have
SQL Server
2005
Express
Edition
installed.

Could you
post the
contents of
the
summary.txt
log located
at
C:\Program
Files\Microsoft
SQL
Server\90\Setup
Bootstrap\LOG\Hotfix?
We can then
debug
the issue.

Thanks,
Peter
Sadow
[MSFT]

"DavidW"

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wrote:

This
is
listed
as
an
Important
Update:

Microsoft
SQL
Server
2005
Express
Edition
Service
Pack
2
(KB
921896)

Download
size:
56.4
MB

You
may
need
to
restart
your
computer
for
this
update
to
take
effect.

Update
type:
Important

This
service
pack
upgrades
all

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Microsoft
SQL
Server
2005
Express
Edition
instances
and
components
to
Service
Pack
2
(SP2).
If
you
need
additional
installation
options,
you
should
download
this
service
pack
at
the
Microsoft
Download
Center.
For
more
information,
see
Microsoft
Knowledge
Base
article
921896.

I
tried
to
install
and
this
is
the
error
I

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get:
WindowsUpdate_00002B33

What
should
I
do?
Is
it
truly
an
Important
update
and
if
so,
how
do
I
install
it?