

## RE: KB928365 Err 663, on production SQL2K5 serve CANNOT uninstall

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-11/msg00302.html>

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- *From:* Adrian <[Adrian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Adrian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 9 Nov 2007 01:25:00 -0800
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Glad to have helped!

You can't help but wonder though why you can't just download a 'full' version of the patch that includes (or re-downloads) whatever content might be required from the previous msi/msp files. After all you can download 'full' MSOffice patches that don't ask for the original CD, and this is only ..NET which is free.

Adrian

"Pazu" wrote:

BINGO !

I reiterated the same process also for all patches found under key  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18

- find what is "hexa" name on "good" machine in registry
- find what is "hexa" name on "bad" machine in registry
- copy file from good machine under new name to bad machine

"hexa" names for patch I found in  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18

(the same guids apply)

Great ! I have been solving this via MSFT WU incident in parallel more then month and no such valuable idea came form these guys yet :-(  
Partially because messages in setup log are misleading and focusing on temp directory.  
Anyway I dare to say that this happened after using Accesories/System tools/Disk clean up.

"Adrian" wrote:

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The file name is always different but it's an MSI and the properties are:

Title: Installation Database

Subject: Microsoft .NET Framework 2.0

Revision: {BFC5E8EF-C140-454A-9B47-EEC73A4AAB3F}

Size: 2060 KB

The exact file name is recorded at

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-

so if all else fails, you could find the MSI file with those properties on another Win2003 server, copy it to your affected server (c:\windows\installer) and rename it to whatever that registry key shows on the affected server...

Adrian

"Pazu" wrote:

Hello,

There is a seed of truth in your idea, because I moved the files, from which W2K3 server and SQL server, where installed from C: to D: – but these are normal setup files copied from CDs.

Anyway I never touched directory C:\Windows\Installer, it exists and it looks to contain a lot of GUID-named folders and some hexa named MSIs. I compared with another server and there is much more msi and even msp files, however their hexa names seem to be machine-specific.

Any idea how to determine which "hexa".msi are missing ?

Thanks – Jiri

"Adrian" wrote:

I had the same issue, and was totally unwilling to uninstall SQL 2005, .NET

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etc. and reinstall just to get the patch to work.

But I found the cause, and a non-destructive fix.

Basically, .NET, SQL 2005, Visual Studio, MSXML and many other packages that use Windows Installer tend to drop MSI and MSP files in C:\Windows\Installer.

Updates to such packages often seek the original files in this folder. The .NET 2.0 patch q928365 is one such update.

But these files can be rather large and you can end up with a lot of them, and if the C: drive gets full, some people identify this folder as using a lot of space and figure correctly that .MSI and .MSP files are not required for any existing software to run, so they are safe to delete...

On my server, the MSP & MSI files had been moved to another drive, and if you hover the mouse over them or right-click and select properties, summary, it tells you what each was for.

I just copied all the MSI and MSP files that identified themselves as relating to .NET back to C:\Windows\Installer and reran the patch, and it worked, no problems.