

Re: Install of KB921896 fails with 0x643 and corrupts my SQL Server.

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-07/msg01038.html>

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxxx>
 - *Date:* Fri, 11 Jul 2008 14:48:48 -0400
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Start a free Windows Update support incident request:

<https://support.microsoft.com/oas/default.aspx?gprid=6527>

Support for Windows Update:

<http://support.microsoft.com/gp/wusupport>

For home users, no-charge support is available by calling 1-866-PCSAFETY in the United States and in Canada or by contacting your local Microsoft subsidiary. There is no-charge for support calls that are associated with security updates.

For more information about how to contact your local Microsoft subsidiary for security update support issues, visit the International Support Web site: <http://support.microsoft.com/common/international.aspx>

For enterprise customers, support for security updates is available through your usual support contacts.

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~Robear Dyer (PA Bear)

MS MVP-Windows (IE, OE, Security, Shell/User)

AumHa VSOP & Admin; DTS-L.net

Alyson wrote:

Problem: Attempts to auto install KB921896 fail with error code 0x643. SQL Server is now corrupted and won't start, complaining in a pop-up on machine reboot that "Your SQL Server installation is either corrupt or has been tampered with (Could not open SQLEVN70.RLL). Please uninstall then re-run setup to correct this problem." My system is running Windows 2003 Server Enterprise Edition SP 2.

Background: Last week, my Sharepoint (WSS 3.0) site stopped working because it "couldn't connect to the configuration database". When I looked in the Event Logs, I saw that SQL Server had been failing for a few minutes nearly every day since Feb 16, 2008. On July 3, 2008 it failed again, twice this time, and couldn't recover. Ever SQL Server failure in the log was preceded by a run of MsiInstaller. Looking at my Windows Automatic Updates history, I discovered that nearly every day since Feb 16, 2008, Windows Automatic Updates had been unsuccessfully attempting to install KB921896 (SQL Server 2005 SP2). And on July 3, it tried twice. After that, my SQL Server

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completely died.

Debugging: I downloaded the service pack to install it manually. I walked through the wizard, and the install died midway, asking to send the following log files to MS:

- * C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap\LOG\Hotfix\Redist9_Hotfix_KB921896_msxml6.msi.log
- * C:\Windows\summary.txt
- * C:\Windows\Hotfix\hotfix.log

Upon inspection of those files, I find that the first one does not exist. In fact, there is no LOG subdirectory tree under C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap.

Here are the highlights from the short summary.txt file:

Prerequisites Check & Status
SQLSupport: Failed

....

Product Installation Status
Product : MSXML 6.0 Parser
Product Version (Previous): 1200
Product Version (Final) :
Status : Failure
Log File : C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap\LOG\Hotfix\Redist9_Hotfix_KB921896_msxml6.msi.log
Error Number : 1622
Error Description : Unable to install Windows Installer MSI file

....

Summary
One or more products failed to install, see above for details
Exit Code Returned: 1622

Most interesting is the tail end of the hotfix.log:

07/11/2008 10:46:28.493 Installing file: msxml6.msi
07/11/2008 10:46:29.212 Copy Engine: Creating MSI install log file at:
C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap\LOG\Hotfix\Redist9_Hotfix_KB921896_msxml6.msi.log
07/11/2008 10:46:29.337 Registry: Opened registry key
"Software\Policies\Microsoft\Windows\Installer"
07/11/2008 10:46:29.384 Registry: Cannot read registry key value "Debug"
07/11/2008 10:46:29.431 Registry: Opened registry key
"Software\Policies\Microsoft\Windows\Installer"
07/11/2008 10:46:29.446 Registry: Cannot read registry key value "Debug"
07/11/2008 10:46:29.524 Copy Engine: Error, unable to install MSI file:

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C:\Program Files\Microsoft SQL Server\90\Setup Bootstrap\Cache\msxml6.msi
07/11/2008 10:46:29.587 The following exception occurred: Unable to install
Windows Installer MSI file Date: 07/11/2008 10:46:29.556 File:
\depot\sqlvault\stable\setupmain1\setup\sqlse\sqlsedll\copyengine.cpp
Line: 1378
07/11/2008 10:46:36.071 Watson: Param1 = Unknown
07/11/2008 10:46:36.212 Watson: Param2 = 0x656
07/11/2008 10:46:36.306 Watson: Param3 = Unknown
07/11/2008 10:46:36.431 Watson: Param4 = 0x656
07/11/2008 10:46:36.493 Watson: Param5 = copyengine.cpp@1378
07/11/2008 10:46:36.603 Watson: Param6 = Unknown
07/11/2008 10:46:36.759 Watson: Param7 = Redist9
07/11/2008 10:46:36.821 Watson: Param8 = @
07/11/2008 10:46:36.899 Watson: Param9 = x86
07/11/2008 10:46:37.009 Watson: Param10 = 6.10.1129.0
07/11/2008 10:46:37.118 Installed product: Redist9
07/11/2008 10:46:37.196 Hotfix package completed
07/11/2008 10:46:37.274 Attempting to continue the 32 bit ngen queue
*****
```

If I read that correctly, it looks like there might be some registry corruption. It also makes me nervous that when I now compare this SQL Server installation to one working on another computer I see in the "C:\Program Files\Microsoft SQL Server" directory only an "80" and "90" subdirectory and no, say, "MSSQL.1", exists like in my other install. I'm hesitant to simply re-install the product as recommended because that means reinstalling SharePoint (since that's where my SQL Server install came from), and I don't want to cause any other havoc that might break. Right now, I just need my website data back.

Any suggestions you have are welcome. My apologies in advanced if this has already been covered in another thread. I sampled the many entries regarding this install in the discussion group but didn't see a solution for this. If there is one, feel free to point me to the thread.

Thanks,
Alyson