

# RE: Error installing (KB 921896)

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2009-01/msg00480.html>

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- *From:* Afro Rob <Afro\_Rob@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Wed, 7 Jan 2009 10:08:02 -0800
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when i try to inslall Microsoft SQL Server 2005 Express Edition Service Pack 2 (KB 921896) i dont get an error it just wont install. everytime my computer does an update it informs me the above will not install. what should i do.

"Peter Sadow [Microsoft]" wrote:

Looks like the Express service is disabled. The service needs to be startable for the upgrade to complete. Go to Administrate 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

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 Products Detected Language Level Patch Level  
 Platform Edition

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Express Database Services (ACT7) ENU SP1 2005.090.2170.00  
x86 EXPRESS  
Express Database Services (SQLEXPRESS) ENU SP1  
x86 EXPRESS

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

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Processes Locking Files  
Process Name Feature Type User Name  
PID

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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

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Product : Express Database Services (SQLEXPRESS)  
Product Version (Previous):  
Product Version (Final) :  
Status : Not Applied  
Log File :  
SQL Express Features : Client\_Components,Connectivity  
Error Number : 0  
Error Description :  
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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

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at C:\Program  
Files\Microsoft SQL Server\90\Setup  
Bootstrap\LOG\Hotfix? We can then debug  
the issue.

Thanks,  
Peter Sadow [MSFT]

"DavidW" 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 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 get:  
WindowsUpdate\_00002B33

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