

## **Installing SBS2003 Service Pack 1 Version 1.03**

Microsoft Small Business Server 2003 now has Service Pack 1 available. This document details how to install that service pack onto servers. Please note that information is provided without warranty or liability and is only meant to be a guide based on our internal experiences. We recommend full investigation of the requirements for SBS 2003 Service Pack 1 installation on your hardware prior to installation.

### *Components of the SBS Service Pack 1*

The Microsoft Small Business Server Service Pack 1 is actually made up of a number of modules that include :

#### *For SBS Standard and Premium*

- Windows Server Service Pack 1
- Exchange Server 2003 Service Pack 1
- Windows XP Service Pack 2 ( for clients )
- Windows Sharepoint Services Service Pack 1
- SBS 2003 Service Pack 1

#### *For SBS Premium only*

- SQL Server Service Pack 4
- ISA Server 2004

Most of these packages can be downloaded from the Internet but it is recommended that CD versions of the service pack be obtained from Microsoft.

This document has been created based on the installation of the SBS Service Pack on to an SBS Premium installation via the Service Pack CD's obtained from Microsoft. However, the manual steps required for installing the Service Pack are also noted.

Download versions of the patches can be found at :

#### *Windows Server 2003 Service Pack 1 :*

<http://download.microsoft.com/download/1/2/7/127c5938-d36a-4405-9df1-f00d57495652/WindowsServer2003-KB889101-SP1-x86-ENU.exe>

#### *Exchange Server 2003 Service Pack 1 :*

<http://download.microsoft.com/download/b/6/2/b624b535-644a-41e1-9727-812dcd6bad87/E3SP1ENG.EXE>

#### *Windows XP Service Pack 2 for clients :*

<http://download.microsoft.com/download/c/5/3/c539c4f8-ea9b-4c47-a975-73c724ab1a71/SBS2003-KB891193-X86-ENU.EXE>

*Windows Sharepoint Services Service Pack 1 :*

<http://download.microsoft.com/download/e/0/f/e0f58224-9df8-4e5e-8435-7dc6a214ac32/WSS2003SP1-kb841876-fullfile-ENU.exe>

*SBS 2003 Service Pack 1 :*

<http://download.microsoft.com/download/e/0/f/e0fee8ce-768d-41c0-8871-9bc48e0b3fc3/SBS2003-KB885918-SP1-X86-ENU.EXE>

*SQL Server Service Pack 4 :*

<http://www.microsoft.com/downloads/info.aspx?na=46&p=8&SrcDisplayLang=en&SrcCategoryId=&SrcFamilyId=8e2dfc8d-c20e-4446-99a9-b7f0213f8bc5&u=http%3a%2f%2fdownload.microsoft.com%2fdownload%2f1%2fb%2fd%2f1bdf5b78-584e-4de0-b36f-c44e06b0d2a3%2fSQL2000-KB884525-SP4-x86-ENU.EXE>

*ISA 2004 :*

only available via CD Order. You will need the CD key from the first SBS installation disk when you order this Microsoft. You can order the CD via :

<http://go.microsoft.com/fwlink/?LinkId=45336>

*Hardware*

Your hardware may require both BIOS and drive updates to support Windows Server 2003. See Further References at the end of this document for hardware supplier links.

*Application of updates*

If you have been updating your server with all the relevant service packs then many of the following steps can be skipped. You do not need to reapply component service packs if they have already been installed.

Prior to each step you should ensure that you have a good complete backup of your system in case there are issues.

The method detailed below has been designed to provide for the minimum disruption to the server. We recommend that steps 1 through 7 be completed over a number of weeks. This allows you to check each step and ensure continued correct

operations of the upgraded server. To go through and install all these updates in one hit will take a significant amount of time and we believe that if you get issues then isolating the problem could prove difficult. We therefore believe that doing as much prior to the point of no return is a much better idea, especially since the SBS 2003 Service pack itself can not be uninstalled.

If you wanted you could choose to apply all the updates in a single hit. If so we suggest setting aside at least 4 hours to complete the process.

### *The Steps*

#### Prior

1. Ensure that you have enough disk space on your partitions to install the updates
2. It is advisable to reboot your server prior to the installation of any updates. This ensures that they go on cleanly.
3. You should check your event logs prior to the installation of updates, again to ensure that there are no issues that may cause problems.
4. Although we have not found any issues with anti virus being left on, it is recommended that you turn it off during the installation process just in case.
5. Recommend that you run the “*Configure Email and Internet Connection Wizard*” ( CEICW )from Server Management.
6. Recommend that you run the “*Remote Access*” wizard from Server Management.
7. If you have Microsoft CRM installed on the server ensure you have applied KB892949 before applying the SBS Service Pack.

#### Step 1 – Install the Windows XP Service Pack 2 Client Update

*If you have the Service Pack CD's*

1. Login to server as administrator
2. If you have the Service Pack CD's insert CD2 into your system
3. From the menu select the option “*Install Windows XP SP2 Client Deployment*”.
4. Install KB891193 onto your server.

*If you do not have the Service Pack CD's*

1. Login to server as administrator
2. Install KB884032 onto the server
3. Extract the Windows XP Service Pack to the location \clientapps\wxpsp2 via

windowsxp-kb835935-sp2-enu.exe /x:<Drive>:\clientapps\wxpsp2

#### Step 2 – Install Exchange Service Pack 1

*If you have the Service Pack CD's*

1. Login to server as administrator

2. Install KB831464. This update is a pre-requisite for Exchange 2003 Service Pack 1
3. Reboot server
4. Login to server as administrator
5. Insert Service Pack CD1 into system
6. From the menu select the option “*Install Exchange Server 2003 SP1*”
7. Install Exchange Service Pack 1 onto your system
8. Reboot server
9. Login to server as administrator
10. Install KB843539
11. Reboot Server
12. Install KB894549 ( Post SP1 vulnerability patch )

Beware that installing Exchange Service Pack 1 from the Microsoft Service Pack CD's will uncompress the files into a temporary directory in the administrators profile directory on the server (\documents and settings\administrator\local settings\temp\3sp1eng ). After the Exchange Service Pack has been installed it will not removed these temporary files ( which are >300MB ). It is recommended that you locate these files and delete them to free up space.

*If you do not have the Service Pack CD's*

1. Login to server as administrator
2. Install KB831464. This update is a pre-requisite for Exchange 2003 Service Pack 1
3. Reboot server
4. Login to server as administrator
5. Copy E3SP1ENG.EXE to your server
6. Run E3SP1ENG.EXE. This will expand the Exchange Service Pack files to your machine.
7. Locate ..\setup\i386\update.exe and run
8. Complete the installation of Exchange Server 2003 Service Pack 1
9. Reboot server
10. Login to server as administrator
11. Install KB843539
12. Reboot Server
13. Install KB894549 ( Post SP1 vulnerability patch )

### Step 3 – Install Windows Sharepoint Service Pack 1

*If you have the Service Pack CD's*

1. Login to server as administrator
2. Insert Service Pack CD1 into system
3. From the menu select the option “*Install Windows Sharepoint Services 2.0 SP1*”
4. Install Sharepoint Service Pack to Server
5. A server reboot is not necessary but recommended.

*If you do not have the Service Pack CD's*

1. Login to server as administrator
2. Install KB841876 onto your server
3. A server reboot is not necessary but recommended.

Step 4 – Install SQL Server Service Pack 4 to default instance

( only required on SBS 2003 Premium )

*If you have the Service Pack CD's*

1. Login to server as administrator
2. Insert CD3 into server
3. Select from the menu the option “Install SQL Server 2000 Service Pack 4”
4. Ensure that the default instance is selected during the upgrade process.
5. Reboot server

*If you do not have the Service Pack CD's*

1. Login to server as administrator
2. Locate setup.bat in extracted Service Pack files and run
3. Ensure the default instance is selected during the upgrade process.
4. Reboot server.

Step 5 – Install SQL Server Service Pack 4 to Sharepoint instance

( only required on SBS 2003 Premium and if Sharepoint instance has been upgraded or if you have additional SQL instances apart from the default one )

*If you have the Service Pack CD's*

1. Login to server as administrator
2. Insert CD3 into server
3. Select from the menu the option “Install SQL Server 2000 Service Pack 4”
4. Ensure that the default instance is un-selected during the upgrade process and that the Sharepoint instance is selected.
5. Reboot server

*If you do not have the Service Pack CD's*

1. Login to server as administrator
2. Locate setup.bat in extracted Service Pack files and run
3. Ensure that the default instance is un-selected during the upgrade process and that the Sharepoint instance is selected.
4. Reboot server.

Step 6 – Install relevant Hardware BIOS updates

For Hewlett Packard servers see :

<http://h18023.www1.hp.com/support/files/server/us/romtabl.html>

Step 7 – Install relevant Hardware driver updates

For Hewlett Packard servers see :

<http://h18007.www1.hp.com/support/files/server/us/index.html>

**Point of no return.** From this point forward SBS 2003 will not work correctly unless the remaining steps are completed. It is also best if the last three steps are completed immediately after each other.

Step 8 – Install Windows Server Service Pack 1

( It is possible to install Windows Server Service Pack 1 onto SBS 2003 without completing further steps but doing so will “break” SBS and is not recommended. See the following KB897342 for more information  
<http://support.microsoft.com/default.aspx?scid=kb;en-us;897342> )

*If you have the Service Pack CD's*

1. Check the following link for space requirements of Windows Server Service Pack 1 : <http://support.microsoft.com/kb/892807>
2. Disconnect server from Internet
3. Disable realtime antivirus
4. Login as administrator
5. Stop WINS ( via Start | All Programs | Administrative Tools | Services )
6. Insert Service Pack CD 1 into your machine
7. Select the option “*Install Windows Server Service Pack 1*” from the menu.
8. Prior to the installation you can elect to have the Windows Server 2003 Service Pack 1 uninstall files located on another drive if space is an issue.
9. Reboot Server

*If you do not have the Service Pack CD's*

1. Check the following link for space requirements of Windows Server Service Pack 1 : <http://support.microsoft.com/kb/892807>
2. Disconnect server from Internet
3. Disable realtime antivirus
4. Login as administrator
5. Stop WINS ( via Start | All Programs | Administrative Tools | Services )
6. Install KB889101 onto your server
7. Prior to the installation you can elect to have the Windows Server 2003 Service Pack 1 uninstall files located on another drive if space is an issue.
8. Reboot server

Step 9 – Install SBS 2003 Service Pack 1

*If you have the Service Pack CD's*

1. Ensure server is disconnected from Internet
2. Ensure realtime antivirus is disabled
3. Login as administrator
4. Insert Service Pack CD 2 into your machine.
5. Select the option “*Install Windows Small Business Server 2003 SP1*” from the menu.
6. Reboot server

*If you do not have the Service Pack CD's*

1. Ensure server is disconnected from Internet
2. Ensure realtime antivirus is disabled
3. Login as administrator
4. Install KB885918 onto your server
5. Reboot server

#### Step 10 – Install ISA 2004

( only required on SBS 2003 Premium )

ISA 2004 has a new workstation client that should be loaded onto all workstations once ISA 2004 is loaded on the server. ISA 2004 will still function with the old ISA 2000 client software but Microsoft recommends that all workstations be upgraded. If you select to install ISA 2004 into the same directory as ISA 2000 was installed it will overwrite the existing ISA 2000 client software files.

You can only install the new ISA 2004 client software after removing the ISA 2000 client software from the workstation via Add/ Remove programs, no in place upgrade is available. However, when you attempt to remove the ISA 2000 client software from the workstation it requires a file MS\_FWC.msi and will prompt you for a location if it is unavailable. Even though ISA 2004 installs the file MS\_FWC.msi onto the server, because this file is specifically for ISA 2004 it will not allow you to uninstall any existing ISA 2000 client software. To uninstall the ISA 2000 client software from workstation you will need the original ISA 2000 client installation files and the original MS\_FWC.msi.

Therefore it is strongly recommended that you take a copy of the original ISA 2000 client installation files to allow you to remove the ISA 2000 client software from workstations once you have installed ISA 2004 onto the server. You will usually find this directory at <installation drive>\program files\microsoft ISA server\clients

*Can only be performed if you have the Service Pack CD's*

1. Ensure server is disconnected from Internet
2. Ensure realtime antivirus is disabled
3. Login as administrator
4. Recommend running CEICW to re-establish settings
5. Recommend running Remote Access Wizard to re-establish settings
6. Insert Service Pack CD 3 into your system.
7. Select from the menu the option “*Install ISA 2004 Server*”
8. Install ISA 2004
9. After installation reboot reconnect server to Internet

10. Run CEICW wizard
11. Check internet access
12. Enable realtime antivirus
13. Check outbound and inbound emails
14. Remove old ISA client software from workstation and reboot
15. Install new ISA client software via \\server\mspcInt

Step 11 – Remove old Windows XP SP1 client update

Since you have installed Windows XP Service Pack 2 into client apps on the server there is no need for Windows XP Service Pack 1 to reside there as well.

Step 12 – Update Arcserve

1. Any Brightstor Arcserve backup using the VSS Snapshot option will fail after the installation of Windows Server 2003 SP1. There is an update (NT -WINDOWS 2003 SP 1 SUPPORT UPDATE" available for this issue at <http://supportconnectw.ca.com/public/storage/downloads/nt/111/basb111-patchmenu.asp>.

Step 13 – Post SP1 checks

*ISA2004 – client connections*

If the workstations connecting to the internet appear to be slow after the installation of ISA2004 server it may have to do with the number of connections limits.

To check the setting :

1. Login into the Small Business Server
2. Select *Start | All Programs | Microsoft ISA Server | ISA Server Management*
3. In ISA server management expand the *server name*
4. Expand *configuration* under the *server name*
5. Select *General* then *Define Connection Limits*
6. The *Connection limit per client ( TCP and non-TCP )* should be set to at least 160. After an upgrade this will normally only be 40. Such a value can reduce the speed at which sites are delivered to workstations

Further references

These links will give you more information about installing the service pack and should be consulted prior to any upgrade.

How to install Service Pack 1 for SBS 2003 [Author Mariëtte Knap] - <http://www.smallbizserver.net/Default.aspx?tabid=236>

HP Servers



4:40:39 PM 31/10/2005

please refer to:

HP Support Upgrading to Servers to Windows 2003 Server -

<http://h20000.www2.hp.com/bc/docs/support/SupportManual/c00208465/c00208465.pdf>

Software and Drivers - download ProLiant Support Pack for Microsoft Windows Server  
2003, 7.30 A: -

<http://h18023.www1.hp.com/support/files/server/us/download/22274.html>