

MeetingPlace Web Uninstallation and Replacement of MSDE with MSDE 2000 SP3a

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Introduction

This document provides steps to follow to uninstall an older version of Microsoft Desktop Engine (MSDE) and install MSDE 2000 Service Pack (SP) 3a in its place.

Note: This document does not apply to Cisco MeetingPlace Web systems that are using full version of Microsoft SQL Server.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software versions:

- Cisco MeetingPlace Web 4.3.0.x
- MSDE 1.0
- Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) SP3a

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Options for Cisco MeetingPlace Versions

If you have previously upgraded from MSDE 1.0 to MSDE 2000 SP2 on your Cisco MeetingPlace Web machine, then an attempt to upgrade from MSDE 2000 SP2 to MSDE 2000 SP3a will fail. This is due to a design bug in *all* MSDE Service Packs.

If you had previously upgraded from MSDE 1.0 to MSDE 2000 SP3, then the upgrade was successful, but a future MSDE SP upgrade will fail.

An upgrade history of MSDE 1.0 to MSDE 2000 SP2 to MSDE 2000 SP3 corresponds to a Cisco MeetingPlace Web upgrade history of pre-4.2.7 to 4.2.7 to 4.3.0.x.

Cisco MeetingPlace Web 4.2.7

If Cisco MeetingPlace Web 4.2.7 is installed, your options are:

- If the server was upgraded to 4.2.7, you *must* uninstall the existing MSDE, reinstall MSDE using MSDE 2000 SP3, and then upgrade to MeetingPlace Web 4.3.0.x.
- If the server has a new Cisco MeetingPlace Web 4.2.7 installation, then you can successfully upgrade directly to Cisco MeetingPlace Web 4.3.0.x.

Cisco MeetingPlace Web 4.2.5, 4.2.0, or 4.1.3

If Cisco MeetingPlace Web version 4.2.5, 4.2.0, or 4.1.3 is installed, you must uninstall the existing MSDE, reinstall MSDE 2000 SP3, and then upgrade to Cisco MeetingPlace Web 4.3.0.x.

Details of the Microsoft Bug

For full details of the Microsoft bug, search the Microsoft Knowledge Base for:

```
SOX021101700037
TITLE: SQL2k- MSDE 2000 service pack setup fails with 267 error
ID: SOX021101700037 CRT: Nov 1 2002 MOD: Nov 1 2002

Shiloh bug## 356052
```

The Microsoft Knowledge Base article provides this brief procedure as a solution:

```
DETAILS:
=====
This includes backing up databases, uninstalling MSDE 2.0, restoring the databases
and reinstalling MSDE 2.0 service pack. By doing so, we can install the MSDE 2.0
sp2 to the default location with a sub-directory called MSSQL, such as C:\program
files\Microsoft sql server\mssql\...
NOTE: If you just have MSDE 1.0, you can directly apply the MSDE 2.0 sp2 package to
upgrade to MSDE 2.0 sp2 level. However, it may still have the same problem
mentioned above when you want to upgrade to higher sp level in the future.
```

Back Up Database File

Before you uninstall MSDE, you should back up the Cisco MeetingPlace Web database.



Warning: If you fail to do so, the database may have to be recreated, and access to archived meeting attachments on the Cisco MeetingPlace Web server may be lost.

Follow these steps:

1. Back up the MPWEB database. Refer to MeetingPlace Web MPWEB SQL Database Backup for instructions. Make sure to copy or archive the backup file to a safe location.
2. Detach the MPWEB database. Refer to MeetingPlace Web MPWEB SQL Database Detachment for instructions. Make sure to copy or archive the detached database files to a safe location.

Basic MSDE Uninstall and Reinstall Procedure

Follow these steps to uninstall MSDE and reinstall MSDE 2000 SP3a:

1. Download MSDE 2000 SP3a from the Microsoft web site. The file is `sql2kdesksp3.exe`, which is 70.8 MB in size.
2. Verify that the sa account password is not blank. If it is blank, refer to MeetingPlace Web sa Account Password Change with the `osql` Command for instructions on how to change it. Do *not* proceed to Step 2 until the sa password has been changed and you have verified that Cisco MeetingPlace Web is fully functional.
3. Stop all Cisco MeetingPlace Web, Internet Information Services (IIS) Admin, and WWW Publishing services.
4. Verify that `mpweb.mdf` and `mpweb.ldf` have been backed up, and that a database dump has been performed.
5. Go to **Start > Settings > Control Panel > Add/Remove Programs** and remove **Microsoft SQL Server Desktop Engine**. (The exact name may be slightly different.)
6. Locate the `master.mdf` file. This file should be in a folder named Data under another folder named MSSQL, which is under one more folder. Locate the folder that the MSSQL folder is in and rename it to include the word "junk." For example, if the folder structure is **Microsoft SQL Server > MSSQL > Data**, rename it **Microsoft SQL Server Junk > MSSQL > Data**.
7. Double-click `sql2kdesksp3.exe` to extract it into a folder. The default folder is `sql2ksp3`.
8. Go to the `sql2ksp3` folder and open `setup.ini` in Notepad. Replace *passwordhere* with your own valid password. Close `setup.ini`.

Note: If a target directory (TARGETDIR) is not specified, MSDE is installed into C:\Program Files\Microsoft SQL Server\ by default. (Microsoft appears to add subfolders of \MSSQL\Binn and \MSSQL\Data automatically.) If there is more than one partition, it is recommended that MSDE be installed onto a drive other than the C: drive. This example shows MSDE being installed onto the D: drive:

```
[options]
SAPWD=passwordhere
SECURITYMODE=SQL
TARGETDIR = "d:\Program Files\Microsoft SQL Server\"
DATADIR = "d:\Program Files\Microsoft SQL Server\"
```

9. Double-click `setup.exe` to install MSDE 2000 SP3.
10. When prompted, restart the machine.
11. Follow the instructions in MeetingPlace Web MPWEB SQL Database Attachment to reattach the MPWEB database to the newly installed MSDE.
12. Restart the Cisco MeetingPlace Web machine. After the restart, perform full functionality testing.
13. Proceed with the upgrade to Cisco MeetingPlace Web 4.3.0.x.

Procedure if Upgrade Occurred Without Uninstall and Reinstall

If you forget to uninstall and reinstall MSDE first, the Cisco MeetingPlace Web upgrade generates the error

message "MSDE Install failed." The installer continues the upgrade process and completes the Cisco MeetingPlace Web 4.3.0.x upgrade. However, after the upgrade, Cisco MeetingPlace Web continues to use MSDE 2000 SP2 instead of MSDE 2000 SP3a.

Follow the steps below:

1. Download MSDE 2000 SP3a from the Microsoft web site. The file is sql2kdesksp3.exe, which is 70.8 MB in size.
2. Verify that the sa account password is not blank. If it is blank, refer to MeetingPlace Web sa Account Password Change with the osql Command. Do *not* proceed to Step 2 until the sa password has been changed and you have verified that Cisco MeetingPlace Web is fully functional.
3. Change the **MeetingPlace Web Conferencing** service from **automatic** to **manual** startup, and then stop this master service. This stops all Cisco MeetingPlace Web services, as well as the IIS Admin service and WWW Publishing service.

Note: The master service must be changed to manual because after the reboot, the services start. For Cisco MeetingPlace Web 4.3.0.x, upon reboot, the agent checks whether a database is present or not. If not, it creates one for you and it performs an update of all meetings.

4. Verify that the MPWEB and MPWEB-Slave-xxxxxxx database files have been backed up and that a database dump has been performed.
5. Go to **Start > Settings > Control Panel > Add/Remove Programs** and remove **Microsoft SQL Server Desktop Engine**. (The exact name may be slightly different.)
6. Locate the **master.mdf** file. This file should be in a folder named Data under another folder named MSSQL, which is under one more folder. Locate the folder that the MSSQL folder is in and rename it to include the word "junk." For example, if the folder structure is **Microsoft SQL Server > MSSQL > Data**, rename it **Microsoft SQL Server Junk > MSSQL > Data**.
7. Double-click **sql2kdesksp3.exe** to extract it into a folder. The default folder is sql2ksp3.
8. Go to the **sql2ksp3** folder and open **setup.ini** in Notepad. Replace *passwordhere* with your own valid password. Close setup.ini.

Note: If you do not specify a target directory (TARGETDIR), MSDE is installed into C:\Program Files\Microsoft SQL Server\ by default (Microsoft appears to add subfolders of \MSSQL\Binn and \MSSQL\Data automatically). If there is more than one partition, it is recommended that MSDE be installed onto a drive other than the C: drive. This example shows MSDE being installed onto the D: drive:

```
[options]
SAPWD=passwordhere
SECURITYMODE=SQL
TARGETDIR = "d:\Program Files\Microsoft SQL Server\"
DATADIR = "d:\Program Files\Microsoft SQL Server\"
```

9. Double-click **setup.exe** to install MSDE 2000 SP3a.
10. When prompted, restart the machine.
11. Log in by issuing the **osql** command and issue the **select @@version** command to confirm that you are indeed on MSDE 2000 SP3a. See the Troubleshoot section for complete details.
12. Reattach the MPWEB and MPWEB-Slave-xxxxxxx SQL databases by following instructions in MeetingPlace Web MPWEB SQL Database Attachment.
13. Restart the Cisco MeetingPlace Web machine. After the restart, perform full functionality testing.

Troubleshoot

These are some possible issues you may encounter and troubleshooting suggestions with which to deal with them:

- If you get the message, "An unexpected error has happened. Please retry operation," check the `\Software\Data Connection\DCMS\Admin` registry keys:

```
DBName = mpweb-slave-####  
DBPassword = sa_password  
DBUserID = sa
```

Check the registry keys at `\Software\Latitude\MeetingPlace WebPublisher\ODBC`, as well:

```
DataSource = MPWEB;UID=sa;PWD=sa_password;  
DBName = MPWEB  
DBPassword = sa_password  
DBUserID = sa
```

- To verify that MSDE 2000 SP3a is installed, open a DOS prompt and connect with `osql` by issuing these commands:

```
C:>osql -U sa  
Password:sa_password  
1> select @@version  
2> go
```

The output is:

```
Microsoft SQL Server 2000 - 8.00.760 (Intel X86)  
Dec 17 2002 14:22:05  
Copyright (c) 1988-2003 Microsoft Corporation  
Desktop Engine on Windows NT  
5.0 (Build 2195: Service Pack 3)
```

Look for the first line: Microsoft SQL Server 2000 - 8.00.760 (Intel X86). The ".760" indicates that SP3 is installed on this MSDE 2000 server (not to be confused with "5.0 (Build 2195: Service Pack 3)," which indicates the level of Windows 2000 service pack). Here is complete list of Microsoft SQL Server 2000 data engine versions:

- ◆ SQL Server 2000 RTM 8.00.194 RTM
- ◆ Database Components SP1 8.00.384 SP1
- ◆ Database Components SP2 8.00.534 SP2
- ◆ Database Components SP3 8.00.760 SP3/SP3a
- If you cannot access the Welcome to MeetingPlace home page and there are `mpdat.svc` errors in the eventlog, settings that affect the database connections are incorrect. Check the above registry keys for DCMS and MPWEB databases, and also check the Windows NT Open DataBase Connectivity (ODBC) admin control panel.
- In `setup.ini`, if you forget to add the `sapwd=passwordhere` option, you receive an error that says you need a password for sa or `msdesp3` will not install. If you forget to add the `securitymode=SQL` option, you get an error when you try to log in using `osql.exe`.

Related Information

- MeetingPlace Web MPWEB SQL Database Backup
- MeetingPlace Web MPWEB SQL Database Detachment
- MeetingPlace Web MPWEB SQL Database Attachment
- MeetingPlace Web sa Account Password Change with the `osql` Command
- Voice Technology Support
- Voice and IP Communications Product Support
- Recommended Reading: Troubleshooting Cisco IP Telephony
- Technical Support – Cisco Systems

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