

SUS broken upon installing KB867460 (.NET Framework 1.1 SP1)

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Date: 09/14/04

Date: Tue, 14 Sep 2004 14:23:46 -0400

To: NTBUGTRAQ@LISTSERV.NTBUGTRAQ.COM

Subject: MS Incident SRZ040913003548. BKUP01 SUS error

Date: Mon, 13 Sep 2004 20:46:40 +0000

SRZ040913003548 <javascript:{if (typeof(Page_ClientValidate) != 'function'
|| Page_ClientValidate()) __doPostBack('IncNo','')}>

Windows Server 2003 Standard

Problem Description: Working perfectly for months. All latest applicable updates applied. Via Windows Update site, updated only one update, KB867460 (.NET Framework SP1) (which was offered in critical updates). Restarted as requested.

Now, trying to access SUSAdmin website (this server is an SUS server), several errors in Event Viewer,

Application log: ID: 2269, The worker process failed to initialize the http.sys communication or the W3svc communication layer and therefore could not be started. The data field contains the error number. Data: (Word): 80070005.

Tried uninstalling this update via \$ folder in \Windows, restarted, similar errors. Reinstalled the update.

Tried removing / adding IIS (Application Services) again, error is back exactly.

Tried re-installing SUS, same error.

Of note, in IIS Admin, "Application Pools", . . . DefaultAppPool is started. Trying to run SUS, webpage gives only "Service Unavailable" after about 5 seconds. At that time, the "DefaultAppPool" is stopped, and the Event ID 2269 is repeated 5 times in the Application log, about 1 second apart. All other functions are okay so far, have not had been able to test everything yet.

This is a rather simple server, main installed software is Symantec Anti-Virus corp. edition 9.0.0.338, Veritas BackupExec (latest version) 9.1

The problem appears to be associated with the update I applied, no prior significant problems with SUS, or the server in general really.

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Problem Area: Other

Frequency of problem: Always Happens

Operating system / version: Windows 2003

Spoke with MS tech support. Problem solved by adding local IIS_WPG group to have "Bypass Traverse Checking" user right. Tech support also had me add local "Everyone" group to "Bypass Traverse Checking", citing this would be no problem, although it is unclear whether this is needed to resolve this issue.

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