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The installation may fail when you try to install an SMS mount point on a disk that is larger than 1 terabyte on a Windows Server 2003-based computer

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SYMPTOMS

When you try to install a Microsoft Systems Management Server (SMS) mount point on a disk that is larger than 1 terabyte (TB) on a Microsoft Windows Server 2003-based computer, the installation may fail.

CAUSE

This problem occurs because the **PrimaryVolumeSpaceRemaining** property is incorrectly set to a negative value for a disk that is larger than 1 TB. When you try to install an SMS mount point, Windows Server 2003 runs a condition check in the InstallExecuteSequence table in the Microsoft Windows Installer package. If the **PrimaryVolumeSpaceRemaining** property is set to a negative value, the condition check will fail. When this occurs, you experience the problem that is mentioned in the Symptoms section.

RESOLUTION

Hotfix information

A supported hotfix is now available from Microsoft, but it is only intended to correct the problem that is described in this article. Only apply it to systems that are experiencing this specific problem. This hotfix may receive additional testing. Therefore, if you are not severely affected by this problem, we recommend that you wait for the next Windows Server 2003 service pack that contains this hotfix.

To resolve this problem immediately, contact Microsoft Product Support Services to obtain the hotfix. For a complete list of Microsoft Product Support Services telephone numbers and information about support costs, visit the following Microsoft Web site:

http://support.microsoft.com/contactus/?ws=support (https://premier.microsoft.com/contactus/?ws=support)

Note In special cases, charges that are ordinarily incurred for support calls may be canceled if a Microsoft Support Professional determines that a specific update will resolve your problem. The usual support costs will apply to additional support questions and issues that do not qualify for the specific update in question.

Prerequisites

To apply this hotfix, you must have Windows Installer 3.1 installed on the computer.
For more information about Windows Installer 3.1, click the following article number to view the article in the Microsoft Knowledge Base:

893803 (https://premier.microsoft.com/kb/893803/) Windows Installer 3.1 v2 (3.1.4000.2435) is available

Restart requirement

You must restart the computer after you apply this hotfix.

Hotfix replacement information

This hotfix does not replace any other hotfixes.

File information

The English version of this hotfix has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in Coordinated Universal Time (UTC). When you view the file

information, it is converted to local time. To find the difference between UTC and local time, use the **Time Zone** tab in the Date and Time tool in Control Panel.

Windows Server 2003, x86-based versions

File name	File version	File size	Date	Time	Platform
Msi.dll	3.1.4000.2558	2,892,288	28-Oct-2005	20:03	x86

Windows Server 2003, Itanium-based versions

File name	File version	File size	Date	Time	Platform	SP requirement	Service branch
Msi.dll	3.1.4000.2558	5,987,328	28-Oct-2005	07:51	IA-64	SP1	SP1QFE
Wmsi.dll	3.1.4000.2558	2,892,288	28-Oct-2005	07:51	x86	SP1	WOW

Windows Server 2003, x64-based versions

File name	File version	File size	Date	Time	Platform	SP requirement	Service branch
Msi.dll	3.1.4000.2558	4,478,464	28-Oct-2005	12:07	x64	SP1	SP1QFE
Wmsi.dll	3.1.4000.2558	2,892,288	28-Oct-2005	12:07	x86	SP1	WOW

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section.

MORE INFORMATION

For more information about the description of the standard terminology that is used to describe Microsoft software updates , click the following article number to view the article in the Microsoft Knowledge Base:

824684 (https://premier.microsoft.com/kb/824684/) Description of the standard terminology that is used to describe Microsoft software updates

Technical support for x64-based versions of Microsoft Windows

Your hardware manufacturer provides technical support and assistance for x64-based versions of Windows. Your hardware manufacturer provides support because an x64-based version of Windows was included with your hardware. Your hardware manufacturer might have customized the installation of Windows with unique components. Unique components might include specific device drivers or might include optional settings to maximize the performance of the hardware. Microsoft will provide reasonable-effort assistance if you need technical help with your x64-based version of Windows. However, you might have to contact your manufacturer directly. Your manufacturer is best qualified to support the software that your manufacturer installed on the hardware.

For product information about Microsoft Windows XP Professional x64 Edition, visit the following Microsoft Web site:

http://www.microsoft.com/windowsxp/64bit/default.mspx
(http://www.microsoft.com/windowsxp/64bit/default.mspx)

For product information about x64-based versions of Microsoft Windows Server 2003, visit the following Microsoft Web site:

http://www.microsoft.com/windowsserver2003/64bit/x64/default.mspx
(http://www.microsoft.com/windowsserver2003/64bit/x64/default.mspx)

APPLIES TO

- Microsoft Windows Server 2003, Standard Edition (32-bit x86)
- Microsoft Windows Server 2003, Datacenter Edition (32-bit x86)
- Microsoft Windows Server 2003, Enterprise Edition (32-bit x86)
- Microsoft Windows Server 2003, Web Edition
- Microsoft Windows Server 2003, Datacenter Edition for Itanium-Based Systems
- Microsoft Windows Server 2003, Enterprise Edition for Itanium-based Systems
- Microsoft Windows Server 2003, Standard x64 Edition
- Microsoft Windows Server 2003, Datacenter x64 Edition
- Microsoft Windows Server 2003, Enterprise x64 Edition

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