

Troubleshooting the Microsoft Exchange Server 2007 Rollup Installation

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Overview

With the release of Exchange Server 2007, Microsoft changed the servicing model for Exchange software updates. These updates are now released as major rollups of cumulative fixes on a predictable schedule. Refer to the following KB article for more information:

937194 The product service strategy for Exchange Server 2007
<http://support.microsoft.com/default.aspx?scid=kb;EN-US;937194>

In most cases rollups install without issue. However, Exchange Server 2007 Rollups may fail on occasion, and when they do, troubleshooting the failures can be difficult.

Common Rollup Install Failures

First let's cover the more common Rollup installation issues.

1. Wrong Version

Because Exchange Management Console can be run on a 32 bit workstation, or 32 bit Exchange Server 2007 can be used for testing purposes, it is possible to install the wrong version of the Rollup. If you run into this issue the following warning will occur:

"The version of this file is not compatible with the version of Exchange Server 2007 that you're running. Check your computer to see whether you need an x64 (64-bit) or x86 (32-bit) version of this file."

Solution:

The error message is self explanatory; you'll need to seek out the correct version of the RU and install it.

2. Previous Interim Update (IU) Exists

Another common issue is that an Interim Update (IU) has been installed and not previously removed. Microsoft releases critical IUs for Exchange outside the Rollup schedule. Any installed IUs must be removed prior to applying a Rollup. Should you attempt to install the Rollup prior to removing the IU, the following warning will occur:

"Unable to install because a previous Interim Update for Exchange Server 2007 has been installed. Please use Add/Remove Programs to uninstall the Interim Update before running this setup again.

"Remove any existing IUs from Add/Remove programs (Windows 2003) or Programs and Features (Windows Vista, 2008) and attempt to install the Rollup once more."

This issue can also occur during an attempt to uninstall a rollup. If you have an IU you'll need to remove that first before uninstalling a Rollup or the following warning will occur:

"Uninstall cannot continue. The [Wizard] has determined that an Interim Update has been installed. This Update Rollup cannot be uninstalled until the Interim Update has been uninstalled."

If you try to install an older Rollup than the one currently installed on the Server, you will be presented with this string:

"Installation cannot continue. The [Wizard] has determined that this Update Rollup has been superseded by the currently installed Update Rollup. Installation of this Update Rollup is unnecessary."

Solution:

Again, in this scenario, the warning leads you to the resolution of the issue; to uninstall the IU and then proceed with the install or uninstall of the RU.

3. Lack of Internet Connectivity

Another common Rollup installation failure can occur on Exchange Servers that do not have internet connectivity. In these cases, the Rollup can hang while .Net performs the Certificate Revocation step.

Solution:

For Exchange 2007 servers with no internet connectivity you can temporarily disable the Certificate Revocation in one of the following two ways.

1. Set the following registry key:

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Wintrust\Trust Providers\Software Publishing\State

REG_DWORD 0x00023c00 hex is ON

REG_DWORD 0x00023e00 hex is OFF

Turn the Certificate Revocation OFF and try installing the Update Rollup again.

Note: It is important that Certificate Revocation is turned back ON after the install completes successfully

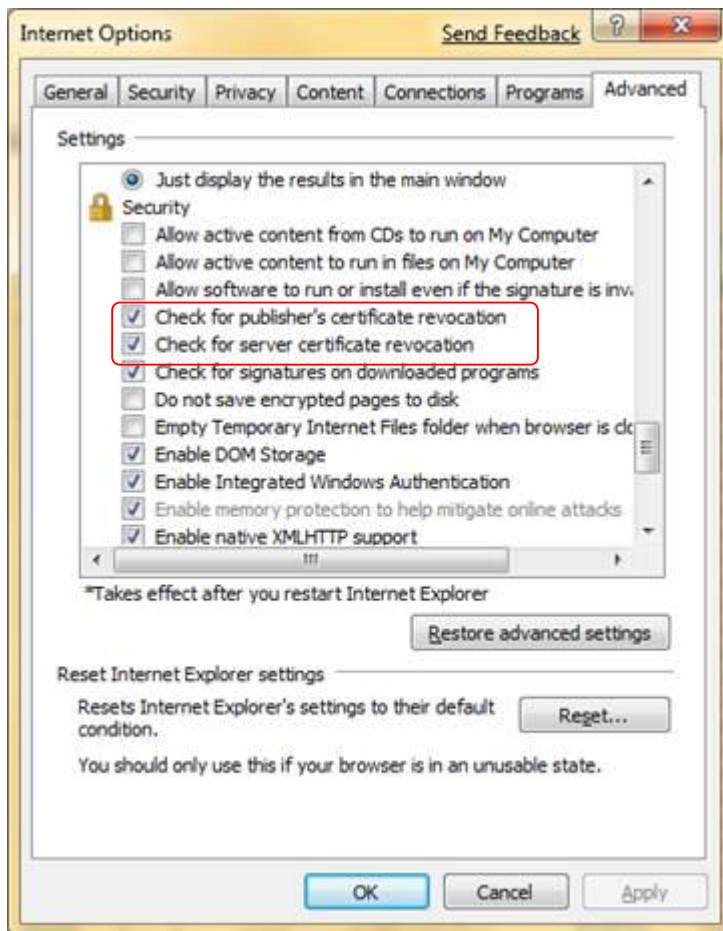
2. Another option for turning Certificate Revocation OFF is in Internet Explorer.

Go to **Tools** → **Internet Options** → **Advanced** tab

In the **Security** section uncheck the following:

“Check for publisher’s certificate revocation”

“Check for server certificate revocation”



Note: Again, make sure certificate revocation options are re-enabled after the Update Rollup is installed.

For more information on Certificate Revocation in Exchange Server 2007, see the following blog:

Exchange 2007 managed services might time out during certificate revocation checks

<http://msexchangeteam.com/archive/2008/07/08/449159.aspx>

4. Services Are Not Automatically Restarted

If Exchange Managed services do not start automatically after the Update Rollup is installed, use the following KB to troubleshoot the issue:

944752 Exchange Server 2007 managed code services do not start after you install an update rollup for Exchange Server 2007

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;944752>

5. Additional Issues

Two other common issues that can occur with all Rollups are as follows:

1. Certain services are disabled after the rollup is deployed using Windows Update Services
2. OWA may not work correctly after a Rollup Installation attempt

Refer to the following KB for a list of symptoms and resolutions:

930809 Description of Update Rollup 1 for Exchange Server 2007

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;930809>

A few more common installation issues are documented here:

Issues with Update Rollups

<http://technet.microsoft.com/en-us/library/Bb676686.aspx>

Uncommon Rollup Install Failures

So, what happens if it's not one of the common causes already listed?

In some cases the Exchange Server 2007 Update Rollup Setup may exit unexpectedly, or report that it ended prematurely, as shown:



The first place you should look is the Application Event Log of the affected server. The MSI Installer will report errors. A common, generic error is 1603, as in the following example:

Event Type: **Error**

Event Source: **MsiInstaller**

Event Category: None

Event ID: **1024**

Description:

Product: Microsoft **Exchange** Server - Update 'Update **Rollup** 4 for **Exchange** Server **2007** Service Pack 1 (KB952580) 8.1.311.3' could not be installed. Error code **1603**.

Windows Installer can create logs to help troubleshoot issues with installing software packages. Use the following link for instructions on turning on logging support:

<http://go.microsoft.com/fwlink/?LinkId=23127>

Unfortunately Error Code **1603** is generic and you need to look further for the actual cause of the issue using verbose MSI logging.

Verbose MSI Logging

Exchange uses the Windows Installer to manage patching, so you'll want to elevate MSI logging for the failing Rollup.

There are two methods for producing a verbose log file of an MSI or MSP package installation:

1. The Exchange Rollup Package install can be run with switches so that an MSI log is only created for that single RU installation attempt.

Here is an example:

```
Exchange2007-KB<kb # of Rollup>-x64-EN.msp /lxv* c:\<kb # of rollup>.log
```

2. Alternatively you can set a registry key to produce verbose MSI logging for all patches:

- a) Open a command prompt and type: **net stop msiserver**
- b) Open Regedit. Create the following two entries under the following key:

HKLM\software\policies\microsoft\windows\installer

REG_SZ: logging
value = voicewarmup!

dword: debug
value = 7

- c) In the command prompt, type: **net start msiserver**

Note: This should be used only for troubleshooting purposes and should not be left on because it will have adverse effects on system performance and disk space. Each time you use the Add/Remove Programs tool in Control Panel, a new Msi*.log file is created.

For more information please refer to the following KB article:

How to enable Windows Installer logging

<http://support.microsoft.com/default.aspx?scid=223300>

Return Value 3

Either of these methods will generate a verbose MSI log file that can be analyzed. The best approach will be to search the MSI log for the string **return value 3** and in most instances the first reference is the one to examine. Look at the lines preceding the string for clues as to what may be failing. Refer to this blog for more information:

Aaron Stebner's WebLog: How to locate the cause of error code 1603 in a verbose MSI log file

<http://blogs.msdn.com/astebner/archive/2005/08/01/446328.aspx>

Let's examine some possible issues you might see in the verbose MSI logging. These are all drawn from real world cases worked by Microsoft Enterprise Communications Support.

1. Rollup installation may fail when Exchange 2007 is installed on Windows Server 2008

Examination of the verbose MSI log reveals the first hit on 'return value 3' :

```
MSI (s) (DC!BC) [06:51:04:902]: PROPERTY CHANGE: Deleting QtExecCmdLine
property.
Its current value is '"C:\Program Files\Microsoft\Exchange
Server\bin\QuietExe.exe"
"C:\WINDOWS\system32\WindowsPowerShell\v1.0\powershell.exe" " -command .
'C:\Program Files\Microsoft\Exchange Server\bin\servicecontrol.ps1'
BeforePatch"'.
MSI (s) (DC!BC) [06:51:06:355]: Creating MSIHANDLE (4) of type 790531 for
thread 4540
CAQuietExec: Error 0x80070001: Command line returned an error.
MSI (s) (DC!BC) [06:51:06:355]: Closing MSIHANDLE (4) of type 790531 for
thread 4540
MSI (s) (DC!BC) [06:51:06:355]: Creating MSIHANDLE (5) of type 790531 for
thread 4540
CAQuietExec: Error 0x80070001: CAQuietExec Failed
MSI (s) (DC!BC) [06:51:06:355]: Closing MSIHANDLE (5) of type 790531 for
thread 4540
MSI (s) (DC!BC) [06:51:06:355]: Closing MSIHANDLE (2) of type 790541 for
thread 4540
MSI (s) (DC!C8) [06:51:06:355]: Closing MSIHANDLE (1) of type 790542 for
thread 6776
Action ended 6:51:06: CA_SAVEDATA_STOP_SERVICES. Return value 3.
```

Root Cause:

Exchange utilizes Custom Actions (CA) when installing Rollup packages through the Windows Installer engine. In this particular Custom Action, CA_SAVEDATA_STOP_SERVICES, we are attempting to run a powershell script, **servicecontrol.ps1** with the 'BeforePatch' switch.

Solution:

In this case we were unable to run the patch due to an incorrect **Execution Policy** setting in the powershell. By default, the powershell execution policy is set to **RemoteSigned**. You can query this setting in the shell with the **Get-executionpolicy** Cmdlet. Set the Execution Policy to **RemoteSigned** or **Unrestricted**, and try running the Rollup setup again.

Make sure the execution policy is reset back to **RemoteSigned** when you are done. For more information about Execution Policy, see the following Tech Net articles:

about_Execution_Policies

<http://technet.microsoft.com/en-us/library/dd347641.aspx>

Set-ExecutionPolicy

<http://technet.microsoft.com/en-us/library/dd347628.aspx>

2. Inability to delete a temporary .msp file

Another variation of the 1603 generic error occurs when we fail to delete or manipulate a temporary .msp file in the install attempt. A relevant section of a verbose MSI log may contain something similar to the following:

```
MSI (c) (E8:F0) [08:54:18:744]: Windows Installer installed an update.
Product
Name: Microsoft Exchange Server. Product Version: 8.1.240.6. Product
Language:
1033. Update Name: Update Rollup 4 for Exchange Server 2007 Service Pack 1
(KB952580) 8.1.311.3. Installation success or error status: 1603.
MSI (c) (E8:F0) [08:54:18:744]: Note: 1: 1729
MSI (c) (E8:F0) [08:54:18:745]: Note: 1: 2262 2: Error 3: -2147287038
MSI (c) (E8:F0) [08:54:18:756]: Transforming table Error.
MSI (c) (E8:F0) [08:54:18:758]: Transforming table Error.
MSI (c) (E8:F0) [08:54:18:758]: Note: 1: 2262 2: Error 3: -2147287038
MSI (c) (E8:F0) [08:54:18:758]: Note: 1: 2262 2: Error 3: -2147287038
MSI (c) (E8:F0) [08:54:18:769]: Transforming table Error.
MSI (c) (E8:F0) [08:54:18:772]: Transforming table Error.
MSI (c) (E8:F0) [08:54:18:772]: Note: 1: 2262 2: Error 3: -2147287038
MSI (c) (E8:F0) [08:54:18:772]: Product: Microsoft Exchange Server --
Configuration failed.
MSI (c) (E8:F0) [08:54:18:773]: Windows Installer reconfigured the product.
Product
Name: Microsoft Exchange Server. Product Version: 8.1.240.6. Product
Language:
1033. Reconfiguration success or error status: 1603.
MSI (c) (E8:F0) [08:54:18:775]: Attempting to delete file
C:\Users\\AppData\Local\Temp\2\3b396.msp
MSI (c) (E8:F0) [08:54:18:775]: Unable to delete the file. LastError = 32
MSI (c) (E8:F0) [08:54:18:781]: Grabbed execution mutex.
MSI (c) (E8:F0) [08:54:18:781]: Cleaning up uninstalled install packages,
if any exist
MSI (c) (E8:F0) [08:54:18:781]: Attempting to delete file
C:\Users\\AppData\Local\Temp\2\3b396.msp
MSI (c) (E8:F0) [08:54:18:784]: MainEngineThread is returning 1603
```

Root Cause:

This can be caused by User Account Control on Windows Server 2008.

Solution:

Make sure you are running the rollup installation from an Elevated Command Prompt (right click on your cmd.exe shortcut and chose "Run as Administrator").

3. The Windows Installer directory may be missing .msp or .msi files from previous installs

You may encounter an issue where the Rollup installation fails and you are presented with an error similar to the following:

"This patch package could not be opened. Verify that the patch package exists and that you can access it, or contact the application vendor to verify that this is a valid Windows Installer patch package."

Examination of the verbose msi log shows:

```
=== Verbose logging started: 8/27/2007 13:12:59 Build type: SHIP UNICODE
3.01.4000.4042 Calling process: C:\WINDOWS\System32\msiexec.exe ===
MSI (c) (58:50) [13:12:59:838]: Resetting cached policy values
MSI (c) (58:50) [13:12:59:838]: Machine policy value 'Debug' is 0
MSI (c) (58:50) [13:12:59:838]: ***** RunEngine:
***** Product: {24B2C164-DE66-44FE-B468-A46D9D5E6B31}
***** Action:
***** CommandLine: *****
MSI (c) (58:50) [13:12:59:838]: Machine policy value 'DisableUserInstalls'
is 0
MSI (c) (58:50) [13:12:59:838]: Warning: Local cached package
'C:\WINDOWS\Installer\380f45.msi' is missing.
MSI (c) (58:50) [13:12:59:838]: User policy value 'SearchOrder' is 'nmu'
MSI (c) (58:50) [13:12:59:838]: User policy value 'DisableMedia' is 0
MSI (c) (58:50) [13:12:59:838]: Machine policy value 'AllowLockdownMedia'
is 0
MSI (c) (58:50) [13:12:59:838]: SOURCEMGMT: Media enabled only if package
is
safe.
MSI (c) (58:50) [13:12:59:838]: SOURCEMGMT: Looking for sourcelist for
product {24B2C164-DE66-44FE-B468-A46D9D5E6B31}
MSI (c) (58:50) [13:12:59:838]: SOURCEMGMT: Adding
{24B2C164-DE66-44FE-B468-A46D9D5E6B31}; to potential sourcelist list
(pcode;disk;relpath).
MSI (c) (58:50) [13:12:59:838]: SOURCEMGMT: Now checking product
{24B2C164-DE66-44FE-B468-A46D9D5E6B31}
MSI (c) (58:50) [13:12:59:838]: SOURCEMGMT: Media is enabled for product.
MSI (c) (58:50) [13:12:59:838]: SOURCEMGMT: Attempting to use
LastUsedSource from source list.
MSI (c) (58:50) [13:12:59:838]: SOURCEMGMT: Trying source C:\Documents and
Settings\Administrator\Desktop\.
MSI (c) (58:50) [13:12:59:853]: Cloaking enabled.
MSI (c) (58:50) [13:12:59:853]: Attempting to enable all disabled
priveleges before calling Install on Server
MSI (c) (58:50) [13:12:59:853]: SOURCEMGMT: Resolved source to:
'C:\Documents and Settings\Administrator\Desktop\'
MSI (c) (58:50) [13:12:59:885]: SOFTWARE RESTRICTION POLICY: Verifying
```


package -->
'C:\Documents and Settings\Administrator\Desktop\EXCHANGESERVER.msi'
against
software restriction policy
MSI (c) (58:50) [13:12:59:885]: SOFTWARE RESTRICTION POLICY: C:\Documents
and
Settings\Administrator\Desktop\EXCHANGESERVER.msi has a digital signature
MSI (c) (58:50) [13:13:00:010]: SOFTWARE RESTRICTION POLICY: C:\Documents
and
Settings\Administrator\Desktop\EXCHANGESERVER.msi is permitted to run at
the
'unrestricted' authorization level.
MSI (c) (58:50) [13:13:00:010]: Cloaking enabled.
MSI (c) (58:50) [13:13:00:010]: Attempting to enable all disabled
privileges before calling Install on Server
MSI (c) (58:50) [13:13:00:010]: End dialog not enabled
MSI (c) (58:50) [13:13:00:010]: Original package ==> C:\Documents and
Settings\Administrator\Desktop\EXCHANGESERVER.msi
MSI (c) (58:50) [13:13:00:010]: Package we're running from ==>
C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\2\1d700e29.msi
MSI (c) (58:50) [13:13:00:041]: APPCOMPAT: looking for appcompat database
entry with ProductCode '{24B2C164-DE66-44FE-B468-A46D9D5E6B31}'.
MSI (c) (58:50) [13:13:00:041]: APPCOMPAT: no matching ProductCode found in
database.
MSI (c) (58:50) [13:13:00:041]: MSCOREE not loaded loading copy from
system32
MSI (c) (58:50) [13:13:00:041]: Opening existing patch
'C:\WINDOWS\Installer\5c321.msp'.
MSI (c) (58:50) [13:13:00:041]: Note: 1: 2203 2:
C:\WINDOWS\Installer\5c321.msp 3: -2147287038
MSI (c) (58:50) [13:13:00:041]: **Couldn't find local patch**
'C:\WINDOWS\Installer\5c321.msp'. Looking for it at its source.
MSI (c) (58:50) [13:13:00:041]: Resolving Patch source.
MSI (c) (58:50) [13:13:00:041]: User policy value 'SearchOrder' is 'nmu'
MSI (c) (58:50) [13:13:00:041]: SOURCEMGMT: Media enabled only if package
is
safe.
MSI (c) (58:50) [13:13:00:041]: **SOURCEMGMT: Looking for sourcelist for**
product {09679EB4-B32D-4F10-88C9-34299B366C5B}
MSI (c) (58:50) [13:13:00:041]: SOURCEMGMT: Adding
{09679EB4-B32D-4F10-88C9-34299B366C5B}; to potential sourcelist list
(pcode;disk;relpath).
MSI (c) (58:50) [13:13:00:041]: SOURCEMGMT: Now checking product
{09679EB4-B32D-4F10-88C9-34299B366C5B}
MSI (c) (58:50) [13:13:00:041]: SOURCEMGMT: Media is enabled for product.
MSI (c) (58:50) [13:13:00:041]: SOURCEMGMT: Attempting to use
LastUsedSource from source list.
MSI (c) (58:50) [13:13:00:041]: SOURCEMGMT: Processing net source list.
MSI (c) (58:50) [13:13:00:041]: Note: 1: 1402 2: UNKNOWN\Net 3: 2
MSI (c) (58:50) [13:13:00:041]: **Note: 1: 1706 2: -2147483647 3:**
Exchange2007-KB935490-x64-EN.MSP
MSI (c) (58:50) [13:13:00:041]: **SOURCEMGMT: Processing media source list.**
MSI (c) (58:50) [13:13:00:056]: **SOURCEMGMT: Resolved source to:**
'Exchange2007-KB935490-x64-EN.MSP'

```
MSI (c) (58:50) [13:13:00:056]: Note: 1: 1314 2: Exchange2007-KB935490-x64-EN.MSP
```

```
MSI (c) (58:50) [13:13:00:056]: Unable to create a temp copy of patch 'Exchange2007-KB935490-x64-EN.MSP'.
```

This patch package could not be opened. Verify that the patch package exists and that you can access it, or contact the application vendor to verify that this is a valid Windows Installer patch package.

```
C:\Documents and Settings\Administrator\Desktop\EXCHANGESERVER.msi
```

```
MSI (c) (58:50) [13:13:00:056]: Note: 1: 1708
```

```
MSI (c) (58:50) [13:13:00:056]: Note: 1: 2729
```

```
MSI (c) (58:50) [13:13:00:056]: Note: 1: 2729
```

```
MSI (c) (58:50) [13:13:00:056]: Product: Microsoft Exchange Server -- Installation failed.
```

Root Cause:

In this case, SP1 RU4 was failing to install due to a missing .msp file from a previous Rollup install, SP1 RU2 specifically.

More Information:

How was this determined?

Following the verbose logging chain, examine the following line:

```
MSI (c) (58:50) [13:13:00:041]: Couldn't find local patch 'C:\WINDOWS\Installer\5c321.msp'. Looking for it at its source.
```

Following the logging, we can identify the product GUID of the missing .msp file:

```
MSI (c) (58:50) [13:13:00:041]: SOURCEMGMT: Looking for sourcelist for product {09679EB4-B32D-4F10-88C9-34299B366C5B}
```

And the product GUIDs corresponding file name:

```
MSI (c) (58:50) [13:13:00:041]: Note: 1: 1706 2: -2147483647 3:
```

```
Exchange2007-KB935490-x64-EN.MSP
```

```
MSI (c) (58:50) [13:13:00:041]: SOURCEMGMT: Processing media source list.
```

```
MSI (c) (58:50) [13:13:00:056]: SOURCEMGMT: Resolved source to:
```

```
'Exchange2007-KB935490-x64-EN.MSP'
```

```
MSI (c) (58:50) [13:13:00:056]: Note: 1: 1314 2: Exchange2007-KB935490-x64-EN.MSP
```

```
MSI (c) (58:50) [13:13:00:056]: Unable to create a temp copy of patch 'Exchange2007-KB935490-x64-EN.MSP'.
```

This patch package could not be opened. Verify that the patch package exists and that you can access it, or contact the application vendor to verify that this is a valid Windows Installer patch package.

KB935490 is SP1 RU2 . . . but wait, we're installing SP1 RU4! What is going on here? Well, using the Windows Installer engine, Exchange Rollups are cumulative updates to existing files. But to be efficient, we need to check for previously installed Rollups and also locate the .msi for the original base product. From those files we will build a full install file set to use. If we determine Rollups are installed but cannot locate previous file versions in Windows Installer we fail.

Solution:

The solution is to make a copy the SP1 RU2 file, rename it to the exact .msp file name referenced in the log, in this case 5c321.msp, and copy that to the C:\Windows\Installer directory.

Prevention:

What else can we learn from this example?

- It's not a good idea to modify or remove any of the contents of the C:\Windows\Installer directory.
- The Windows Installer keeps track of all patches by product name and GUID, and keeps a copy of the installer files in the C:\Windows\Installer directory. These files are renamed with randomized hexadecimal file names that are machine unique and referenced in the registry. You cannot copy the C:\Windows\Installer directories between Exchange servers due to this name uniqueness.
- The registry contains information on the patches installed on top of the base Exchange Product. These references point back to the randomly named .msp and .msi files in the C:\Windows\Installer directory, and original locations of your setup source files.

Examples:

Exchange Base Product:

HKEY_CLASSES_ROOT\Installer\Products\461C2B4266EDEF444B864AD6D9E5B613

Under that the \Patches hive contains references to any and all Rollups installed.

These are cross referenced under:

HKEY_CLASSES_ROOT\Installer\Patches

And

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Patches

These locations are provided for reference only, we do NOT recommend attempting to modify or delete any of these registry keys.

4. Corruption

Registry or file system logical corruption, especially if the Windows Installer components and file system have been compromised, could thwart all troubleshooting efforts. This occurs very infrequently and in requires the server to be rebuilt, starting with a fresh installation of the Operating System, followed by a **/recoverserver** installation of Exchange, and finally the desired Rollup.

Recognizing Red Herrings

While the verbose MSI logs can be helpful in tracking down Rollup install issues, beware of some common red herrings.

The following error is common but does not indicate an actual problem with the Rollup Install. It is simply an error that surfaces due to verbose MSI logging:

```
SI (c) (E8:E4) [13:22:15:847]: Note: 1: 2262 2: Error 3: -2147287038
DEBUG: Error 2826: Control BottomLine on dialog ErrorDlg extends beyond
the boundaries of the dialog to the right by 5 pixels
```

The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2826. The arguments are: ErrorDlg, BottomLine, to the right

Another possible Red Herring is the list of common error condition strings that are found in the verbose MSI log, listed near the end in the properties section. These are merely properties exposed in the .msp packages that can be used by the Windows Installer engine, msixexec.exe, and do not indicate actual issues. It is important to focus on the **return value 3** strings in the logs to determine the true error.

Error Condition Strings:

Property(C): msgRequiresProc = The version of this file is not compatible with the version of Exchange Server 2007 that you're running. Check your computer to see whether you need an x64 (64-bit) or x86 (32-bit) version of this file.

Property(C): msgINTERIMUPDATEDETECTED = Unable to install because a previous Interim Update for Exchange Server 2007 has been installed. Please use Add/Remove Programs to uninstall the Interim Update before running this setup again.

Property(C): msgInterimIncorrectRollup = Installation cannot continue. The [Wizard] has determined that this Interim Update is incompatible with the current Exchange Server 2007 configuration.

Property(C): msgUninstallTargetRollupBeforeInterim = Uninstall cannot continue. The [Wizard] has determined that an Interim Update has been installed. This Update Rollup cannot be uninstalled until the Interim Update has been uninstalled.

Property(C): msgOlderInstallOnNewerRollupIncorrectRollup = Installation cannot continue. The [Wizard] has determined that this Update Rollup has been superseded by the currently installed Update Rollup. Installation of this Update Rollup is unnecessary.

If all else fails, please open a support incident with CSS to address a failed Rollup install.