

# Installation of Zend Server 9 Fails on Windows Server 2012 R2

## Applies To

Zend Server 9

Windows Server 2012 R2

## Symptoms

On Windows Server 2012 R2, the installation of Zend Server 9 fails with the following error message in *zend\_setup.log*:

```
[1-16-2017 15-54-32] Configuring databases...
[1-16-2017 15-54-32] "D:\Zend\ZendServer\bin\php-cgi.exe" -d display_startup_errors=0 -c "D:\Zend\ZendServer\etc\php.ini" "D:\Zend\ZendServer\share\scripts\zs_create_databases.php" toVersion=9.0.1 zsDir="D:\Zend\ZendServer"
[1-16-2017 15-54-32] FAIL: -d display_startup_errors=0 -c "D:\Zend\ZendServer\etc\php.ini" "D:\Zend\ZendServer\share\scripts\zs_create_databases.php" toVersion=9.0.1 zsDir="D:\Zend\ZendServer" failed, returned -1073741515 check D:\Zend\ZendServer\logs\zs_create_db.log
[1-16-2017 15-54-32] executeUpgradeDB returns -1073741515, failing setup
[1-16-2017 15-54-32] ERROR: Failed running zs_create_databases.php! (-1073741515). Please check D:\Zend\ZendServer\logs\zs_create_databases.log
[1-16-2017 15-54-32] Zend Server encountered some problems while configuring the database and could not be installed. Please refer to the Zend Support Center at http://www.zend.com/en/support-center/ for further assistance.
```

## Technical

The Universal C Runtime (CRT) version, included in Windows Server 2012 R2, is outdated and causes the Zend Server 9 installation to fail. Applications built using the Windows 10 Software Development Kit (SDK) and depending on Windows 10 Universal CRT don't function properly on Windows Server 2012 R2.

## Solution

To resolve the error, an update for **Universal C Runtime in Windows** is required: <https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows>

Apparently, this package isn't always installed during the automatic Windows Update. Therefore, in order to solve the installation issue, it needs to be installed manually, together with its prerequisites:

1. Uninstall the failed Zend Server 9 installation from Control Panel.
2. Delete the **Apache24** and **ZendServer** directories from the Zend Server 9 installation folder (by default **C:\Program Files (x86)\Zend**).
3. Download the following updates:
  - **Update for Windows Server 2012 R2 (KB2919442)** - <https://www.microsoft.com/en-us/download/details.aspx?id=42153>.
  - **Windows Server 2012 R2 Update (KB2919355)** - <https://www.microsoft.com/en-us/download/details.aspx?id=42334> (it contains multiple downloads, the required ones are **clearcompressionflag.exe** and **Windows8.1-KB2919355-x64.msu**).
  - **Update for Windows Server 2012 R2 (KB2999226)** - <https://www.microsoft.com/en-us/download/details.aspx?id=49063>.
4. Install the downloaded updates in the following order:
  - **KB2919442**
  - **clearcompressionflag.exe**
  - **KB2919355** (reboot when prompted)
  - **KB2999226**
5. Install Zend Server 9.