

RE: Exchange 2003 sp1 stops responding

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2005-02/1327.html>

From: wadmhi (*wadmhi_at_news.postalias*)

Date: 02/09/05

Date: Wed, 9 Feb 2005 00:21:02 -0800

Hello again!

We have now investigated the clients referred to in the 1021 error messages. They are all clean of any viruses. We use Norman Antivirus on all our clients with autoupdate of signaturefiles. It is possible that we have some network problems that may be causing this error message, but we have to investigate more to check that problem.

After checking up on the eseutil /p command we have decided not to run that command. KB259851 states not to do that unless you have no other option (may cause data loss).

What we will do is run eseutil /d to defragment database, then run isinteg /fix to fix any logical problems. We will test this in our testlab with a copy of our database to check the result.

On friday we will do the same on our production server. We will also upgrade to eTrust antivirus from v. 7.0 to 7.1 and do firmware/driver update on Dell hardware.

Regards
SEOlson

"Pat Cai [MSFT]" wrote:

- > *If it is the "no disk" error caused the server down, then based on my*
- > *experience, the root cause is most likely to be the antivirus firewall*
- > *running on the server. However, I found a lot of warning and error events*
- > *regarding virus alarm in the event log you sent me. So, I suggest also have*
- > *the certain clients a virus scan on their machine, it would improve the*
- > *situation. I have captured some screenshots on the events and attached them*
- > *in the email sent to you.*
- >
- > *When we are trouble shooting a problem on server, increasing the*
- > *diagnostics logging is the most necessary steps because we can get more*
- > *detail information about the server condition. Also, it will make the*
- > *application log increase rapidly. So, if when the server is running OK, we*
- > *can stop the diagnostics logging.*
- >

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- > *If you have any further concerns or questions, please feel free to post, it*
- > *is always our pleasure to be of assistance.*
- >
- > *Regards,*
- >
- > *Pat Cai*