

## RE: Exchange Fails to start after a reboot.

---

*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2005-06/msg01664.html>

---

- *From:* v-patcai@xxxxxxxxxxxxxxxxxxxxxx (Pat Cai [MSFT])
  - *Date:* Tue, 14 Jun 2005 09:44:06 GMT
- 

Hi Daniel,

According to the error events, this problem appears to be caused by DNS resolving problem. We can try to hard code the GC and DC address on Exchange server to test this problem. About detail steps, please refer to:

246228 XGEN: DSAccess profiles  
<http://support.microsoft.com/?id=246228>

Meanwhile, please try the steps below on Exchange server.

1. Open Properties of the WAN connection.
2. Choose Internet Protocol (TCP/IP) and then click Properties.
3. Click Advanced.
4. Click DNS.
5. Choose "Append primary and connection specific DNS suffixes."
6. Make sure that you have enabled "Append parent suffixes of the primary DNS suffix."
7. Remove the entry in DNS suffix for this connection.
8. Click OK.
9. Do not restart the computer immediately.
10. Repeat the steps above on the LAN conneciton and then restart the server.

If the problem still persists, to further isolate it, please help to collect a MPS report of Exchange server and then send to me.

— Reproduce the problem and please go to the following link to download and collect the MPS report for the Exchange Server.  
"[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_Exchange.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_Exchange.EXE)"  
— Send the MPSReport to my working email address: v-patcai@xxxxxxxxxxxxxxxx

Thanks for your time and efforts.

Pat Cai  
Microsoft Online Partner Support

RE: Exchange Fails to start after a reboot.

-----  
> From: "Daniel Saults" <nospam@xxxxxxxxxx>  
> References: <#gm\$gJhZFHA.3400@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
<c85o20mZFHA.388@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
> Subject: Exchange Fails to start after a reboot.  
> Date: Mon, 13 Jun 2005 15:12:13 -0400  
> Lines: 232  
> X-Priority: 3  
> X-MSMail-Priority: Normal  
> X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
> X-RFC2646: Format=Flowed; Original  
> X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
> Message-ID: <uskmOxEcFHA.2960@xxxxxxxxxxxxxxxxxxxxxxxxxx>  
> Newsgroups: microsoft.public.exchange.admin  
> NNTP-Posting-Host: uslec-66-43-134-19.cust.uslec.net 66.43.134.19  
> Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP09.phx.gbl  
> Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.exchange.admin:68047  
> X-Tomcat-NG: microsoft.public.exchange.admin  
>  
> Pat and Everyone,  
>  
> Recap of the issue; When the server booted from reboot or cold start  
> exchange fails to start, but if we stop all of Exchange and IIS and bring  
> back up with IIS first everything works correctly.  
>  
>  
> After I did a little more research I found out that the MS05-019 was  
applied  
> after we started having the issues.  
>  
> From the information I can gather from the IT Manger the problems started  
6  
> months ago after he made IIS accept only HTTPS.  
>  
> The setup of our network is this..  
>  
> First domain controller (Primary)  
> Windows 2003 (non sp1)  
> Exchange 2003 (non sp1)  
>  
> Second Domain Controller (Backup)  
> Windows 2000 sp4  
>  
> DNS Server  
> DNS in non (AD) with forward and reverse lookups.  
> DHCP  
>  
> The following has been tested or checked  
> Replication works,  
> DNS has the GC configured.  
> Servers can ping and resolve each other.

RE: Exchange Fails to start after a reboot.

RE: Exchange Fails to start after a reboot.

- > Policytest came back ok.
- > DCdiag came back ok.
- > Bindings are in the correct order.
- >
- > Now interesting facts we found this weekend after rebooting the server again
- > to see if changes to the DNS helped (I.E. correcting the reverse lookup)
- > which didnt.
- >
- > "From Event Viewer"
- > -----
- > Event Type: Error
- > Event Source: MExchangeDSAccess
- > Event Category: Topology
- > Event ID: 2104
- > Date: 6/11/2005
- > Time: 10:45:19 AM
- > User: N/A
- > Computer:
- > Description:
- > Process STORE.EXE (PID=4544). All the DS Servers in domain are not
- > responding.
- > --
- > Event Type: Error
- > Event Source: MExchangeDSAccess
- > Event Category: Topology
- > Event ID: 2103
- > Date: 6/11/2005
- > Time: 10:45:22 AM
- > User: N/A
- > Computer:
- > Description:
- > Process MAD.EXE (PID=2232). All Global Catalog Servers in use are not
- > responding:
- > --
- > Event Type: Error
- > Event Source: MExchangeAL
- > Event Category: Service Control
- > Event ID: 8250
- > Date: 6/11/2005
- > Time: 10:45:26 AM
- > User: N/A
- > Computer:
- > Description:
- > The Win32 API call 'DsGetDCNameW' returned error code [0x862] The
- > specified
- > component could not be found in the configuration information. The
- > service
- > could not be initialized. Make sure that the operating system was
- > installed
- > properly.

RE: Exchange Fails to start after a reboot.

RE: Exchange Fails to start after a reboot.

> ---  
> NOTE: there is about 200 of these messages in the event viewr spanning  
over  
> 1 min.  
> Event Type: Error  
> Event Source: MExchangeSA  
> Event Category: RFR Interface  
> Event ID: 9074  
> Date: 6/11/2005  
> Time: 10:55:59 AM  
> User: N/A  
> Computer:  
> Description:  
> The Directory Service Referral interface failed to service a client  
request.  
> RFR I is returning the error code:[0x3f0].  
> ---  
> Event Type: Information  
> Event Source: MExchangeMTA  
> Event Category: Field Engineering  
> Event ID: 9409  
> Date: 6/11/2005  
> Time: 10:55:59 AM  
> User: N/A  
> Computer:  
> Description:  
> The Microsoft MTA registry parameter Max RPC Alloc Size is missing. The  
> default value will be used. [BASE MAIN BASE 1] (14)  
> --  
>  
>  
>  
>  
>  
>  
>

-----

>  
> "Pat Cai [MSFT]" <v-patcai@xxxxxxxxxxxxxxxxxxxx> wrote in message  
> [news:c85o20mZFHA.388@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:c85o20mZFHA.388@xxxxxxxxxxxxxxxxxxxxxxxx)  
>> Hi Daniel,  
>>  
>> Have you applied Windows server 2003 SP1? If so, we recommend you apply  
>> this hotfix as it addresses some networking known issues.  
>>  
>> Installing security update MS05-019 or Windows Server 2003 Service Pack  
1  
>> may cause network connectivity between clients and servers to fail  
>> <http://support.microsoft.com/?id=898060>  
>>  
>> If the problem still persists after applying this hotfix, please collect

RE: Exchange Fails to start after a reboot.

RE: Exchange Fails to start after a reboot.

>> the application log and system log on the server. Usually we can see  
some  
>> error events in system log regarding the server start failures. You can  
>> also send them to me at v-patcai@xxxxxxxxxxxxx for further research.  
>>  
>> And please check whether POP3 service is installed in IIS. If so, please  
>> remove it because that it would be conflicted with Exchange POP3  
>> connections.  
>>  
>> -----  
>> About how to obtain the hotfix, we suggest you contact Microsoft  
Customer  
>> Service and Support (CSS) directly to obtain the hotfix in a timely  
>> manner.  
>> For a complete list of Microsoft Customer Service and Support (CSS)  
phone  
>> numbers and information about support costs, visit the following  
Microsoft  
>> Web site:  
>>  
>> <http://support.microsoft.com/default.aspx?scid=fh:EN-US:CNACTMS>  
>>  
>> 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 typical support costs  
will  
>> apply to additional support questions and issues that do not qualify for  
>> the specific update in question.  
>>  
>> Hope the info helps.  
>>  
>> Pat Cai  
>> Microsoft Online Partner Support  
>>  
>>  
>> -----  
>>> From: "Daniel Saults" <nospam@xxxxxxxxxxxx>  
>>> Subject: Exchange Fails to start after a reboot.  
>>> Date: Tue, 31 May 2005 14:52:42 -0400  
>>> Lines: 51  
>>> X-Priority: 3  
>>> X-MSMail-Priority: Normal  
>>> X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
>>> X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
>>> X-RFC2646: Format=Flowed; Original  
>>> Message-ID: <#gm\$gJhZFH.A.3400@xxxxxxxxxxxxxxxxxxxxxxxx>  
>>> Newsgroups:  
>> microsoft.public.exchange.admin,microsoft.public.windows.server.general  
>>> NNTP-Posting-Host: uslec-66-43-134-19.cust.uslec.net 66.43.134.19

RE: Exchange Fails to start after a reboot.

RE: Exchange Fails to start after a reboot.

> > > Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl  
> > > Xref: TK2MSFTNGXA01.phx.gbl  
microsoft.public.windows.server.general:38088  
> > microsoft.exchange.admin:66193  
> > > X-Tomcat-NG: microsoft.exchange.admin  
> > >  
> > > Windows 2003 – Primary DC  
> > > Exchange 2003 sp1  
> > >  
> > >  
> > > Issue:  
> > >  
> > > After we power on our exchange server from a cold start or reboot the  
> > > exchange services fail with out any logging to the event viewer expect  
> > > for  
> > > one thing  
> > >  
> > > <http://support.microsoft.com/default.aspx?scid=kb:en-us:278637>  
> > >  
> > > Event Type: Error  
> > > Event Source: MSEExchangeSA  
> > > Event Category: RFR Interface  
> > > Event ID: 9074  
> > > Date: 4/30/2005  
> > > Time: 7:17:31 PM  
> > > User: N/A  
> > > Computer:  
> > > Description:  
> > > The Directory Service Referral interface failed to service a client  
> > > request.  
> > > RFRI is returning the error code:[0x3f0].  
> > >  
> > > For more information, click  
> > > <http://www.microsoft.com/contentredirect.asp>.  
> > >  
> > > Your server has unexpectedly terminated the connection. Possible causes  
> > > for  
> > > this include server problems, network problems, or a long period of  
> > > inactivity. Protocol: POP3, Port: 110, Secure(SSL): No, Error Number:  
> > > 0x800CCC0F  
> > >  
> > >  
> > > Outlook with Exchange appears to be working but pop3 will not accept  
> > > connections.  
> > >  
> > > In order to get our exchange server back to running correct we must do  
> > > the  
> > > following.  
> > >  
> > > 1) Stop all the exchange services.  
> > > 2) Stop IIS (IIS Admin Service)

RE: Exchange Fails to start after a reboot.

RE: Exchange Fails to start after a reboot.

>>> 3) Start IIS  
>>> 4) Start all the exchange services.  
>>>  
>>> After this everything works correctly.  
>>>  
>>>  
>>> Thanks  
>>>  
>>> Daniel  
>>>  
>>>  
>>>  
>>  
>  
>  
>

---

• ***Follow-Ups:***

- ◆ ***RE: Exchange Fails to start after a reboot.***  
◇ *From:* Daniel Saults

• ***References:***

- ◆ ***RE: Exchange Fails to start after a reboot.***  
◇ *From:* Pat Cai [MSFT]
- ◆ ***Exchange Fails to start after a reboot.***  
◇ *From:* Daniel Saults

- Prev by Date: ***Re: SBS 16GB workaround***
- Next by Date: ***Public Folder troubles***
- Previous by thread: ***Exchange Fails to start after a reboot.***
- Next by thread: ***Re: Exchange Fails to start after a reboot.***
- Index(es):
  - ◆ ***Date***
  - ◆ ***Thread***