

Re: Exchange Server Hangs OR REBOOTS

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-01/msg00461.html>

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I would look at the Adaptec Storage manager if you are using it and inspect every disk that could have possibly generated a log entry about any Bad SCSI statuses. You should see a SCSI status similar to this output below:

Bad SCSI status – Check condition
28 00 02 D3 31 00 00 00 80 00 00 00

NOTE: If the first byte is the SCSI Status (0x28), then this indicates that the drive's Queue was full and it could not accept anymore I/O requests from the controller.

and

Request Sense
70 00 06 00 00 00 00 28 00 00 00 00 29 02 00 00 00 00
Unit Attention

NOTE: The 12th & 13th positions indicate the important response from the device – in this case 29 02 indicates "SCSI Bus Reset Occurred".

Do you have any drives that have orange or red lights on them as this would indicate a problem with that drive in your array? You might be able to look at this: <http://www.moojit.net/Networking/downloads.shtml>. I have never used this utility but you can give it a whirl.

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Dgoldman

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"matthew_h" <matthewh@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:0B8BA7FA-2436-4CD9-AA38-1E8E3BC6C339@xxxxxxxxxxxxxxxxxxxx
Regarding the \Device\Scsi\dpti2o1 message, does the 1 at the end of dpti2o1 relate to hard drive 1 in my array?

"matthew_h" wrote:

- > I have a Windows 2003 Exchange server that is often locking up and/or
- > rebooting itself. There is a SCSI RAID 1 & 5 array. All updated with current
- > drivers. In the Event Viewer System log, I routinely see the following

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- > errors. These are the only errors in the log...
- >
- > Source: dpti2o
- > Category: None
- > Event_ID: 9
- > Description: The device, \Device\Scsi\dpti2o1, did not respond within the
- > timeout period.
- >
- > Shortly thereafter, I see this error...
- >
- > Source: dpti2o
- > Category: None
- > Event_ID: 11
- > Description: The driver detected a controller error on \Device\Scsi\dpti2o1.
- >
- > How do I determine which device is \Device\Scsi\dpti2o1 ?
- >
- > What can I do to further isolate the problem?
- >
- > Would this dpti2o error cause the system to hang and/or reboot?
- >
- > Any ideas or suggestions??? Thanks in advance...