

Re: Exchange Server Hangs OR REBOOTS

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-01/msg01657.html>

- *From:* "Dave Goldman [MSFT]" <Dgoldman@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 16 Jan 2007 15:13:57 -0500
-

Yeah, I would say that you have either some bad hardware or a bad driver. Drivers that sit at the kernel level that can not be paged out can cause a blue screen if something goes wrong. You can post the bytes here and I will see what I can do.

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Dgoldman

<http://blogs.msdn.com/dgoldman>

"matthew_h" <matthewh@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:C1199E4B-72E7-4911-9DDB-26178F3A3A85@xxxxxxxxxxxxxxxxxxxx>

The lights on the HDD array are green in OK status. Adaptec told me Adaptec Storage Manager will not work with Windows 2003 Server and that this was not a problem with their SCSI card. The OS is not part of the RAID array. Only my Exchange Program Files and DB are on the D: drive raid array. Because the C: is not part of the raid array, would this rule out the SCSI raid system as a cause of the problems?

I continue to get a "unresponsive system" in which there is only a black screen. The problem has grown from intermittent reboots in which the server would come back online to the unresponsive black screen with no error messages other than the dpti2o. I have to manually power off and back on. After restarting, I see the window where you choose what happened such as "power failure" or "system unresponsive" and then log in. There is no error code or message displayed anywhere.

I have seen the Blue Screen of Death only once. It led me to this info from its error code...

0xC0000185 STATUS_IO_DEVICE_ERROR, caused by improper termination or bad cabling on SCSI devices.

I reseated the SCSI cable and termination appears to be correct. My gut feeling is this is a hardware issue, but I can't nail down which component is failing.

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Are there any resources online to interpret the System Log Event Properties DATA that is displayed in BYTES?

"Dave Goldman [MSFT]" wrote:

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
- > errors. These are the only errors in the log...
- >

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- > 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..