

Re: Re: A problem with rapid growth of the transaction log

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.applications/2004-03/0058.html>

From: Matthew Byrd [MSFT] (matbyrd_at_online.microsoft.com)

Date: 03/26/04

Date: Fri, 26 Mar 2004 09:17:09 -0500

Hi Goran,

At this point I am going to have to recommend that you contact Microsoft Development Support. Our DSW Messaging group is very knowledgeable about CDO and accessing Exchange. They should be able to further assist you with this issue.

I personally would love to continue helping you with this but I am afraid that this has gone beyond my level of expertise and that it is best to engage the proper support people on the phone to assist you with this issue and help get you resolved as quickly as possible.

Thanks

--

Matthew Byrd
Microsoft PSS

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"Goran Kimovski" <goran.kimovski@no.spam.please.atseavus.com> wrote in message news:eUHoRcyEEHA.576@TK2MSFTNGP11.phx.gbl...
> Hello Matthew,
>
> you understand correct, we only get the Messages collection from the
> Calendar folder (after applying the date filter), go through the
> appointments and their attributes (subject, start/end date, busy status)
and
> that's it ...
>
> The reason why I asked you if the article I found could be connected to
our
> case is that the symptoms described there (not only transaction logs, but
> also the public folder store exposes excessive growth) are fully matching
> the symptoms reported by the customers.
>
> Anyway, we've tested the scenario you described in your first reply (on an
> Exchange 2000 with SP3, i.e. no post-SP3 rollup) and I can confirm that
the
> transaction log is increasing only when changing the date on the machine

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(we
> manually changed the date in order to speed up the tests). If you leave
the
> service to synchronize the calendar for several times without changing the
> date nothing is written in the log, but once the date is changed, the
first
> attempt to read the calendar on the new date makes the log increase a bit
> ... btw, the public folder store was not touched (didn't change its size
or
> modified date) during the whole time we run the tests ...
>
> What is puzzling is that at the two customer sites in question, the
> transaction logs constantly increase while our service is running
(stopping
> the service, stops the log size increase) ... if the temporary search
tables
> would've been the cause for this, then that would mean that something
causes
> Exchange/CDO not to cache the search tables, i.e. they're recreated all
the
> time.
>
> We're completely clueless at this point :-(
>
> /Kima
>
> "Matthew Byrd [MSFT]" <matbyrd@online.microsoft.com> wrote in message
> news:%23UaOx4nEEHA.3064@tk2msftngpl3.phx.gbl...
> > Hi Goran,
> >
> > My understanding of your tool is that it is hitting the calendar of the
> user
> > and not the users Free/Busy information? If that is the case then you
are
> > not touching the public folder store in any significant way as long as
> your
> > are not making modifications to the calendar itself.
> >
> > Hope this Helps,
> >
> > --
> > Matthew Byrd
> > Microsoft PSS
> >
> > When responding to posts, please "Reply to Group" via your newsreader so
> > that others may learn and benefit from your issue.
> >
> > This posting is provided "AS IS" with no warranties, and confers no
> rights.
> >
> >
> > "Goran Kimovski" <goran.kimovski@no.spam.please.atseavus.com> wrote in
> > message news:uyqOWjZEEHA.3716@TK2MSFTNGP10.phx.gbl...
> > > Me again :-)
> > >
> > > I just found this article: 815769 XADM: Many Transaction Logs Are
> Created
> > > When Clients Search for Free/Busy Calendaring Information
> > > (<http://support.microsoft.com/default.aspx?scid=kb;en-us;815769>) where
> > > it
> > > basically says that the views are not cached if searching for
free/busy

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```
> > > information and the locales between the client and the server differ
...
> > >
> > > Could this be the cause of our headaches?
> > >
> > > /Kima
> > >
> > > "Goran Kimovski" <goran.kimovski@no.spam.please.atseavus.com> wrote in
> > > message news:uIWzwKYEEHA.1092@TK2MSFTNGP12.phx.gbl...
> > > > Hello Matthew,
> > > >
> > > > the situation with the transaction logs is becoming more and more
> > > > alarming
> > > > ... now we have a new customer with the same problem, where it's
been
> > > > verified that the problem is not caused by a virus scanning or so by
> > > > hiding
> > > > the M drive and even stopping the anti-virus software entirely ...
> > > >
> > > > We also got some new information that may bring some new light in
> > > > understanding the whole problem ... the Exchange administrator
reports
> > > > that
> > > > the Public Folder store is growing rapidly too (even though it's not
> > > > used
> > > > by
> > > > the users) and crashes or hangs the Exchange Server after a while
...
> Is
> > > CDO
> > > > using this store for the temporary search table for the view based
on
> > > > the
> > > > filter?
> > > >
> > > > What is also different at this site is that we're talking about a
> > > > single
> > > > Exchange Server with only 40 mailboxes ...
> > > >
> > > > Is there maybe a problem in the way we create the filter on the
> > > > Messages
> > > > collection in CDO, which makes the CDO to e.g. re-create the search
> > > > table
> > > > or
> > > > at least re-populate it again every time we run the synchronization
> > > > cycle
> > > > in
> > > > our service?
> > > >
> > > > Any kind of help is highly appreciated at this point ...
> > > >
> > > > Thanks in advance ...
> > > >
> > > > /Kima
> > > >
> > > > "Goran Kimovski" <goran.kimovski@no.spam.please.atseavus.com> wrote
in
> > > > message news:eGOooJfDEHA.3692@tk2msftngp13.phx.gbl...
> > > > > Hello Matthew,
> > > > >
> > > > > thanks for the e-mail ... it may bring an entirely new light on
our
```

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> > case
> > > ...
> > > > unfortunately, testing at the customer site is real hard to convey
> ...
> > > the
> > > > customer is rather angry and the hosting company not exactly
willing
> > to
> > > > cooperate ... I'll have to see if something can be done to
persuade
> > them
> > > > to
> > > > verify your finding ...
> > > >
> > > > > Meanwhile, we'll try out your suggestion in our own lab ... I
would,
> > > > though,
> > > > like to ask you few more things regarding the problem ...
> > > >
> > > > > You say that you create search tables within the database, using
the
> > > > filter
> > > > > we set in CDO and if the filter doesn't change (as we're using a
> date
> > > > > filter, it doesn't change during the day), than the same search
> table
> > is
> > > > > reused upon the subsequent accesses to the same view. In that
case,
> I
> > > > would
> > > > > expect that the log files will be created only at the start-up of
> our
> > > > > service or in the first synchronization cycle after midnight (the
> > > > > service
> > > > > is
> > > > > > configured to synchronize the calendar every 10 minutes ... or
> rather,
> > > > to
> > > > > > read the appointments matching the 7 day filter and than sleep for
> > > > > > 10
> > > > > > minutes till the next cycle).
> > > > >
> > > > > > Unfortunately, at this particular customer site, the transaction
> logs
> > > > are
> > > > > > created constantly while the service synchronizes the appointments
> > > > > > (1
> > > > > > or
> > > > > > > 2
> > > > > > > files per minute) and than they stop piling up during the idle
time
> > > > of
> > > > > the
> > > > > > service ... also, if you simply stop the service, than the
creation
> > > > > > of
> > > > > > > > transaction logs stops too and immediately after you start it, the
> > > > > > > logs
> > > > > > > > start coming up immediately ... actually, this is the reason why
the
> > > > > > > hosting
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```
> > > > company is unwilling to cooperate as they claim they have their
> > > > configuration according to the MS recommendations for the virus
> > scanning
> > > > and
> > > > backup and they believe our service misbehaves for some reason ...
> > > >
> > > > The code synchronizing the calendar in our service is rather
simple
> > ...
> > > > I've
> > > > taken out the important part (without any error checking and other
> > > non-CDO
> > > > code) to show you how it looks like:
> > > >
> > > > startDate = Date
> > > > endDate = DateAdd("d", 7, startDate)
> > > >
> > > > Set mapiSession = New MAPI.Session
> > > > mapiSession.Logon , , False, True, 0, True, server & vbLf & user
> > > >
> > > > Set calendarFolder =
> > > > mapiSession.GetDefaultFolder(CdoDefaultFolderCalendar)
> > > > Set appointmentList = calendarFolder.Messages
> > > >
> > > > Set calendarFilter = appointmentList.Filter
> > > > Set appointmentStart = calendarFilter.Fields.Add(CdoPR_START_DATE,
> > > > endDate)
> > > > Set appointmentEnd = calendarFilter.Fields.Add(CdoPR_END_DATE,
> > > > startDate)
> > > >
> > > > For Each appointment In appointmentList
> > > >     ' read the appointment attributes like:
> > > >     ' StartTime, EndTime, BusyStatus, AllDayEvent, Sensitivity,
> > > Location,
> > > > Subject, Text
> > > > Next appointment
> > > >
> > > > The code above is run for all the users found in the selected
> address
> > list
> > > > (at the particular customer in question, that is the
> > GlobalAddressList).
> > > > As
> > > > you can see, even if search tables are created in the Exchange
> > database
> > > > when
> > > > using the filter for the first time, all subsequent cycles will
> simply
> > > > reuse
> > > > the search table ...
> > > >
> > > > Do you think something can cause the search tables to be always
> > > recreated?
> > > > If yes, that could explain the constant increase of the
transaction
> > logs
> > > > throughout the day ...
> > > >
> > > > The only things that come to my mind as being different than the
> rest
> > of
> > > > the
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> > > > customers which are successfully using our service without this
> > problem
> > > are:
> > > > - The server we use in the MAPI Logon is always the same, but the
> > > > mailboxes
> > > > are actually stored on 11 different servers (the GlobalAddressList
> > is
> > > > replicated among all 12 servers)
> > > > - Our service runs on a separate machine and the CDO installed on
> > that
> > > > machine was coming from an Exchange 5.5 CD (installed by
installing
> > the
> > > > Exchange 5.5 Administrator and also patched with Exchange 5.5.
SP4,
> > > > post-SP4
> > > > CDO patch and Exchange 5.5 CDO Patch 2657.55) ... I don't know why
> > 5.5
> > > was
> > > > used, I guess the reseller installing the software had 5.5 CD
close
> > at
> > > > hand
> > > > and didn't bother to get a 2000 CD :-) ... however, I don't
believe
> > that
> > > > using CDO 5.5.xxxx or CDO 6.0.xxx would make any difference (guess
> > you
> > > can
> > > > tell me if I'm wrong or not)
> > > >
> > > > The situation is getting rather critical as the customer feels
that
> > > we're
> > > > responsible for the problems they're experiencing with their
> > Exchange
> > > > Servers, so any help is highly appreciated ...
> > > >
> > > > /Kima
> > > >
> > > > "Matthew Byrd [MSFT]" <matbyrd@online.microsoft.com> wrote in
> > message
> > > > news:Oeg18QcDEHA.2804@tk2msftngp13.phx.gbl...
> > > > > Goran Kimovski,
> > > > >
> > > > > Here is what I think you have happening with CDO and transaction
> > log
> > > > file
> > > > > generation. In Exchange anytime we access content with a
specific
> > > view
> > > > we
> > > > > have to create a search table within the database so that this
> > > > information
> > > > > can be presented to the client. This is done so that subsequent
> > view
> > > of
> > > > the
> > > > > folder with that given view are just simple accesses of the
search
> > > > table.
> > > > >

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> > > > > Depending on the view used these search tables can either be
> > updated,
> > > > > unchanging, or recreated when accessed on a new day. Given your
> > > > > description
> > > > > of what is happening I am guessing that when the CDO app hits
the
> > > store
> > > > and
> > > > > requests the 7 day filter that we are creating a search table in
> the
> > > > store
> > > > > to support this view.
> > > > >
> > > > > The act of creating this search table and or updating it will
> cause
> > > > > transaction log files to be generated as these are modifications
> to
> > > the
> > > > > database.
> > > > >
> > > > > If you want to test this out I recommend the following test
> > sequence.
> > > > >
> > > > > 1. Wait until late at night when a minimum number of users are
> > logged
> > > > into
> > > > > the system.
> > > > > 2. Make sure nothing is touching the M: drive (hitting the M
drive
> > is
> > > a
> > > > big
> > > > > culprit for creating translogs) Using the following article will
> > > ensure
> > > > that
> > > > > nothing is inadvertently hitting the M: Drive.
> > > > >
> > > > > 305145 HOW TO: Remove the IFS Mapping for Drive M in Exchange
2000
> > > > Server
> > > > > <http://support.microsoft.com/?id=305145>
> > > > >
> > > > > 3. Stop the SMTP virtual server thru the Exchange System
manager.
> > This
> > > > > will
> > > > > stop all mailflow.
> > > > > 4. Note the current number of transaction log files
> > > > > 5. Run the CDO application
> > > > > 6. After the application stops running determine the new number
of
> > > > > transaction log files.
> > > > > 7. Start the SMTP virtual server thru the Exchange System
manager.
> > > > >
> > > > > This test sequence will minimize the number of things that will
be
> > > > > touching
> > > > > store so that hopefully the only thing is now the CDO
application.
> > > > >
> > > > > Hope this helps,

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> > > > >
> > > > > --
> > > > > Matthew Byrd
> > > > > Microsoft PSS
> > > > >
> > > > > When responding to posts, please "Reply to Group" via your
> > newsreader
> > > so
> > > > > that others may learn and benefit from your issue.
> > > > >
> > > > > This posting is provided "AS IS" with no warranties, and confers
> > no
> > > > > rights.
> > > > >
> > > > > "Goran Kimovski" <goran.kimovski@no.spam.please.atseavus.com>
> > wrote
> > in
> > > > > message news:u%23fAmGSDEHA.2308@tk2msftngpl3.phx.gbl...
> > > > > > <<<Forward as a new post in hope to draw higher attention from
> > more
> > > > > users>>>
> > > > > >
> > > > > >
> > > > > > Forced to continue this thread as we still have problems ...
> > > > > >
> > > > > > I've sent the KB articles to the hosting company where the 12
> > > Exchange
> > > > > Servers are hosted and they removed all of the folders listed
> > in
> > the
> > > MS
> > > > > recommendation (some were indeed scanned by the anti-virus ...
> > > btw,
> > > > > they're
> > > > > using GroupShield ... don't know what version). They also
> > checked
> > > the
> > > > > backup
> > > > > > routines (they're using Computer Associates software for that)
> > and
> > > say
> > > > > they
> > > > > > were set according to the recommendations already. However,
> > they
> > > > > report
> > > > > no
> > > > > > changes in the behavior of the transaction logs, i.e. they
> > still
> > > > > rapidly
> > > > > > grow when our service reads the appointments from the user's
> > > > > mailboxes.
> > > > > > It
> > > > > > is also noted that the store.exe process, which is usually
> > using
> > > > > very
> > > > > > low
> > > > > > > CPU resources, now runs at 15-20% on average and has peaks as
> > high
> > > > > as
> > > > > > > 90-100% ...
> > > > > >
> > > > > > Unfortunately I have too many communication layers to the

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> hosting
> > > > company,
> > > > > plus they haven't been much trustworthy up to now (and they're
> > big,
> > > so
> > > > > they
> > > > > can easily convince the customer that they run everything
> > perfectly
> > > and
> > > > it
> > > > > is our software that causes all the trouble), so I can't tell
if
> > the
> > > > > anti-virus and backup are really excluding the M drive and
> > Exchange
> > > > > folders
> > > > > on all Exchange servers.
> > > > >
> > > > > I would like to ask you, under the assumption that everything
is
> > > > really
> > > > > set
> > > > > > properly, if you can think of any other reason why we still
have
> > the
> > > > > same
> > > > > > problem ...
> > > > > > We're using CDO to:
> > > > > > - logon to the mailboxes,
> > > > > > - open the calendar folder,
> > > > > > - set a filter to read only 7 days and
> > > > > > - retrieve the appointment entries
> > > > > > ... without any write/set operation whatsoever ...
> > > > > >
> > > > > > As I said in my first post in this thread, the installation is
> > set
> > > so
> > > > that
> > > > > > mailboxes are distributed over 11 Exchange servers and we
access
> > > them
> > > > by
> > > > > > performing a logon to the 12th, central Exchange Server and
then
> > > using
> > > > > CDO
> > > > > > > to retrieve the calendar.
> > > > > >
> > > > > > > Another thing worth noting may be that our service is run on a
> > > > > > separate
> > > > > > > machine, i.e. not on the central Exchange Server and the CDO
on
> > > that
> > > > > > machine
> > > > > > > is installed from an Exchange 5.5 CD, i.e. CDO.DLL is of
version
> > > > 5.5
> > > > > (with
> > > > > > > post-SP4 update). We plan to install a new CDO from Exchange
> > > > 2000
> > > > > CD
> > > > > > > tomorrow just to rule out if this could be of any relation to

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```
> the
> > > > original
> > > > > problem or not, but don't expect any change ...
> > > > >
> > > > > > Any input from anyone who can say something to help us find a
> > > solution
> > > > to
> > > > > our problem is highly appreciated ...
> > > > >
> > > > > /Kima
> > > > >
> > > > > "Lanwench [MVP - Exchange]"
> > > > > <lanwench@heybuddy.donotsendme.unsolicitedmail.atyaho.com>
> wrote
> > in
> > > > > message
> > > > > > news:uq0Gd2PDEHA.1452@TK2MSFTNGP09.phx.gbl...
> > > > > > You're most welcome! Yes, these articles are great.
> > > > > >
> > > > > >
> > > > > > Goran Kimovski wrote:
> > > > > > > Thanks Lanwench, you've been of great help ...
> > > > > > >
> > > > > > > I also found several articles in the MS KB related to
virus
> > > scanning
> > > > > > > and Exchange ... I guess some of the readers of the
> newsgroup
> > > could
> > > > be
> > > > > > interested to read them (the company hosting the Exchange
> > Server
> > > > > > > apparently didn't :-), so I'll place them in this post:
> > > > > > >
> > > > > > > 245822 XGEN: Recommendations for Troubleshooting an
Exchange
> > > Server
> > > > > > > Computer with Antivirus Installed
> > > > > > >
> > (<http://support.microsoft.com/default.aspx?scid=kb;en-us;245822>)
> > > > > > >
> > > > > > > 299046 XADM: Calendar Items Disappear from User's Folders
> > > > > > >
> > (<http://support.microsoft.com/default.aspx?scid=kb;EN-US;299046>)
> > > > > > >
> > > > > > > 298551 XADM: Large Number of Transaction Logs Created
> > > > > > >
> > (<http://support.microsoft.com/default.aspx?scid=kb;EN-US;298551>)
> > > > > > >
> > > > > > > 298924 XADM: Do Not Back Up or Scan Exchange 2000 Drive M
> > > > > > >
> > (<http://support.microsoft.com/default.aspx?scid=kb;EN-US;298924>)
> > > > > > >
> > > > > > > 328841 XADM: Exchange and Antivirus Software
> > > > > > > (<http://support.microsoft.com/?id=328841>)
> > > > > > >
> > > > > > > /Kima
> > > > > > >
> > > > > > > "Lanwench [MVP - Exchange]"
> > > > > > >
<lanwench@heybuddy.donotsendme.unsolicitedmail.atyaho.com>
> > > wrote
```


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> > > > > > > >>>> "Mark Arnold [MVP]" <mark@mvps.org> wrote in message
> > > > > > > >>>> news:blfc01c40781\$6fd25f10\$a401280a@phx.gbl...
> > > > > > > >>>> Nothing is making Exchange replicate mailbox
> information
> > > > > > > >>>> anywhere. The creation of the log files is possibly
due
> > > > > > > >>>> to your application extracting data from and writing
to
> > > > > > > >>>> the mailboxes some form of data or flag etc. Would
that
> > > > > > > >>>> make sense based on your knowledge of your
application?
> > > > > > > >>>> If your app just read some data then it wouldn't
create
> > > > > > > >>>> so many logs.
> > > > > > > >>>>
> > > > > > > >>>>
> > > > > > > >>>>> -----Original Message-----
> > > > > > > >>>>> Hello folks,
> > > > > > > >>>>>
> > > > > > > >>>>> My company produces a service that connects to an
> > > > > > > >>>>> Exchange Server using CDO
> > > > > > > >>>>> to collect users from a selected address list and
> > > > > > > >>>>> appointments from a 7 day
> > > > > > > >>>>> period for the user's mailboxes. The service has
been
> > > > > > > >>>>> working fine on more
> > > > > > > >>>>> than 30 customer sites, both connecting to Exchange
> 5.5
> > > > > > > >>>>> and Exchange 2000
> > > > > > > >>>>> without any problems. However, now we have a
customer
> > > > > > > >>>>> that runs 12 Exchange
> > > > > > > >>>>> Servers in a network, where one central server is
> > > > > > > >>>>> replicating the address
> > > > > > > >>>>> lists from all local servers, but the user's
mailboxes
> > > > > > > >>>>> are not replicated to
> > > > > > > >>>>> it. It's been reported to us that when our service
> runs
> > > > > > > >>>>> the synchronisation
> > > > > > > >>>>> cycle, i.e. reads the appointments from the
mailboxes
> > > > > > > >>>>> (around 250 in total),
> > > > > > > >>>>> the transaction log increases rapidly.
> > > > > > > >>>>>
> > > > > > > >>>>> I know that by performing regular online backups the
> log
> > > > > > > >>>>> files from the
> > > > > > > >>>>> MDBDATA folder get purged and all that stuff, but
the
> > > > > > > >>>>> question is not how to
> > > > > > > >>>>> workaround the problem, but rather why reading
> > > > > > > >>>>> appointments causes the
> > > > > > > >>>>> transaction log to increase?
> > > > > > > >>>>>
> > > > > > > >>>>> We're suspecting that the fact that the mailboxes
are
> > > > > > > >>>>> found on the local
> > > > > > > >>>>> servers, but we're accessing them through the
central
> > > > > > > >>>>> server is making

