

Re: Exchange errors 9564 and 9665

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.information.store/2005-09/msg00013>

- *From:* "Matthew Byrd [MSFT]" <matbyrd@xxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 8 Sep 2005 10:05:57 -0400
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Hi Rafi,

I am not 100% sure this is being caused by your AV software. The events that you have posted here do not match exactly the ones from the article. What I would recommend at this point is that you look to determine if AV is really the culprit or not. Since this is happening every night the best way to do that would be to remove the AV software today, restart the server, then wait over night. If the services go offline again then it is not the AVs fault. If the do not go offline then you have a definite culprit and you know who needs to help you resolve the issue.

I would also strongly recommend that you run ExBPA against your server as it may identify and issue with the server that is related to your current problem. You can get ExBPA from the following location.

<http://www.microsoft.com/exchange/exbpa>

Hope this Helps,

--

Matthew Byrd
Microsoft PSS

Run Microsoft Exchange Server Best Practices Analyzer Today

<http://www.microsoft.com/exchange/exbpa>

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"Rafi Hecht" <rrecht@xxxxxxxx> wrote in message

<news:1125933410.830420.203420@xx>

> ANY HELP WITH THIS WOULD BE HIGHLY APPRECIATED. Seriously.

>

> This is not a funny issue here. My company runs MS Exchange 2003 along
> with the most recent version of

>

> Symantec Mail Security Version 4.6 . EVERY NIGHT, the exchange

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> processes turn off, with the following errors:
>
>
> Warning 9665
> The memory settings for this server are not optimal for Exchange.
>
> For more information, click <http://support.microsoft.com?kbid=815372>
>
> For more information, see Help and Support Center at
> <http://go.microsoft.com/fwlink/events.asp>.
>
>
> Error 9564
> Error 0x80004005 starting the Microsoft Exchange Information Store.
> Failed to init VSERVER.
>
> For more information, click
> <http://www.microsoft.com/contentredirect.asp>.
>
>
> For these, I was told to go to the following site:
>
> <http://support.microsoft.com/default.aspx?scid=kb;en-us:323664>
>
>
> However, two things are wrong with this: (1) changing 1 to 0 merely
> disables Symantec on that computer,
>
> leaving it vulnerable to viruses. (2) The Antivirus process resets
> itself to 0 overnight (which reactivates
>
> Symantec AV), and then re-disables the Exchange processes!
>
> I called up Symantec, and they told me to uninstall the version of
> Antivirus that I had on that server, then
>
> go onto the Symantec site and reinstall the latest version of Symantec
> 4.6 . However, now that this is done,
>
> the registry value doesn't show AT ALL. Even worse, the exchange
> process continues to disable itself at night!
>
> I am at a loss for words here. I am still told that it's a setting in
> Symantec, but I don't know which one. Is
>
> there anything left to try?
>
> Thank you,
>
> Rafi Hecht
> Dynamic Diamond Corp.

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- *Follow-Ups:*
 - ◆ *Re: Exchange errors 9564 and 9665*
 - ◇ *From: Rafi Hecht*

 - *References:*
 - ◆ *Exchange errors 9564 and 9665*
 - ◇ *From: Rafi Hecht*

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