

Re: Firewall Service Stops and ISA Locks Up

Source: <http://www.tech-archive.net/Archive/ISA/microsoft.public.isa/2008-08/msg00003.html>

- *From:* Peter D <PeterD@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 1 Aug 2008 08:40:08 -0700
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Actually, I traced the problem back to a domain blocking rule I put in place about 2 months ago. It looks like we were receiving spam from some domains I had blocked and when the Exchnage server was trying to send NDRs back to those domains it was being blocked. That was causing some sort of resource leak that created more and more handles and eventually sucked up all the resources on the machine.

Once I turned off that rule, the problem went away.

Thanks for the suggestion.

Peter

"Jim Harrison (ISA SE)" wrote:

If you feel this is related to the DNS patch, you need to contact MSRC (secure@xxxxxxxxxxxxxx).

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Jim Harrison (ISA SE)

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<http://catb.org/~esr/faqs/smart-questions.html>

"Peter D" <PeterD@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:6FCAE989-15D6-45EF-A1B6-B7C1A00C04D3@xxxxxxxxxxxxxxxxxx
Hello,

My ISA 2004 server, which has been running flawlessly for years, has suddenly developed a problem. The firewall service will stop and it will report a 14079 event ID in the event log, saying the service has stopped unexpectedly. The users will see the firewall client in the tray turn red and no traffic will pass through ISA.

When I try to log onto the machine from the console, it says there aren't enough resources to load my profile and it will use the default profile.

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Once I'm logged on, the desktop is blank and I can't even reboot the machine.

The only solution is to power it off and back on.

The first time it happened I didn't make much of it, but it has now happened 3 times this week. The other thing I noticed is that looking in Task Manager, the handle count for the System process keeps climbing. In 5 hours this morning it went from 37,000 to 93,000. It seems to climb above 200,000 before locking up ISA.

I tried deleting and recreating the cache, but that didn't help. I also updated the NIC drivers and that didn't help either. I also changed the logging from SQL to text but it is still crashing. The server has crashed every 3–5 days for about 2 weeks now.

The only change to the machine recently was the application of the DNS patch a few days before this started.

Any ideas what is going on or how to start troubleshooting this?

Thanks.

Peter Diamond
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Action Duplication