

## **Re: the service did not respond in a timely fashion / the service cannot accept control messages at this time**

*Source:*

<http://www.tech-archive.net/Archive/Internet-Server/microsoft.public.inetserver.iis/2004-06/0225.html>

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*From:* Ian Kershaw ([iank\\_at\\_electricalcomparison.co.uk](mailto:iank_at_electricalcomparison.co.uk))

*Date:* 06/02/04

Date: Wed, 2 Jun 2004 14:55:34 +0100

I seriously doubt it is hardware to be honest.

The components are all high quality PC2700/333MHz compatible and were "cherry picked" to be as stable as possible.

Fair enough it's not a Server using SCSI but conversely there is nothing causing specific problems – apart from the essential components (motherboard, HDDs, Graphics Card) there is very little installed in the way of multimedia etc. The only device driver I've installed since I built the system is the recommended update for my graphics card – NVIDIA Corporation multimedia software update released on March 26 2004.

I have also semi-isolated the problem to be between the firewall and IIS. Remember that IIS is the ONLY service that behaves this way on a restart – for example I can restart my Databases, or disconnect and connect to the internet perfectly OK.

The thing that concerns me most is that these are all well documented problems, however none of the fixes that are in the knowledge base seem to work. Hence I was hoping for some serious debugging suggestions – e.g. possibly use of ADPlus (<http://support.microsoft.com/default.aspx?scid=http://support.microsoft.com:80/support/kb/Articles/q286/3/50.asp&NoWebContent=1>) but I haven't used ADPlus before and since I am dealing with a live system I didn't want to do anything to destabilise it further.

Finally my last suggestion might be that I replace the firewall with a MS product and if Microsoft provided an FOC Firewall for Windows 2000 I would already be using it.

Regards

Ian Kershaw

Re: the service did not respond in a timely fashion / the service cannot accept control messages at this time

rosoft.public.inetserver.iis: Re: the service did not respond in a timely fashion / the service cannot accept control messages

"The Real Larry Hyman" <larry@DELETETHISHyman.sytes.net> wrote in message news:uYQNIJSEHA.3140@tk2msftngp13.phx.gbl...

> *What about your hardware? It almost sound like a device is causing your system to go nuts ! Check your hardware device drivers....*

>

> *(only a suggestion)*

>

> --

> *If you have time,*

> *please check my web site:*

>

> <http://hyman.sytes.net>

>

> <http://www.larryhyman.tk>

>

> *FREE .Dot TK Domains here !*

> *Ambassador Code: 118076*

> "Ian Kershaw" <iank@electricalcomparison.co.uk> wrote in message

> news:%23L18PDJSEHA.2936@TK2MSFTNGP10.phx.gbl...

> > *Scenario:*

> > *I host 4 dynamic websites in an instance of IIS over an ADSL dial-up modem*

> > *connection to the internet with Norton Personal Firewall installed. I use*

> > *2*

> > *MSDE database instances on the same computer to run these sites. I also have*

> > *all the Windows updates downloaded and installed from MS Product Update*

> > *site – my computer is Windows 2000 Server SP4. I can provide a list of*

> > *installed updates if required. I also have VS.NET2003 with all*

> > *prerequisites*

> > *including the Framework SDK v1.1 on the system so I can build and debug my*

> > *websites in .NET. I usually carry out ALL administrative functions through*

> > *the MMC snap in tool.*

> >

> > *Problem:*

> > *Occasionally the traffic to my site dies and an IIS restart is required to*

> > *make it come back on line – I'm certain that this is connected to the*

> > *firewall software since disabling it occasionally allows external*

> > *reconnection – however an IIS restart almost always sorts out the*

> > *problem*

> > *and since I am also a little low on memory anyway (512MB but a lot of apps*

> > *running) this helps to keep things running smoothly. Recently however the*

> > *MMC console hasn't been able to restart the services – I get the "timely*

> > *fashion" error followed by the "the service cannot accept control messages*

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> > *at this time" message and then the MMC totally loses it's handle on IIS*  
> *and*  
> > *cannot seem to determine if each service (SMTP, WWW, FTP) is running or*  
> *not.*  
> > *If I persist trying to restart IIS then the MMC inevitably hangs and has*  
> *to*  
> > *be killed through Task Manager. Thereafter I have to reboot to get the*  
> > *services to respond and get my site(s) back online. I get the*  
> > *"administration tool discovery information" error logged in the system*  
> *event*  
> > *log when the server is BOOTING for all 3 services (WWW, SMTP, FTP) –*  
**but**  
> > *only the following IIS kill information message is received prior to*  
> > *shutdown: "IIS kill command received from user COMPUTER\lan. The logged*  
> *data*  
> > *is the status code."*  
> >  
> > *I have checked lots of articles and can confirm the latest updates are*  
> > *installed, I have a NIC adaptor with Client for MS Networks bound to it*  
> > *(also bound to my Dial Up ADSL connection) but in both cases Client for*  
**MS**  
> > *Networks is unchecked. Are there any known issues with using a personal*  
> > *firewall? – I had Zonealarm before Norton but the issues were identical*  
> > *which prompted the change in the first place.*  
> >  
> > *The 2nd Problem I'd like to raise is that my system will not shut down*  
> > *properly – it hangs at the "Saving your settings prompt". Again I have*  
> > *checked the articles and via the Group Policy Manager snap-in, have*  
> *changed*  
> > *the "Maximum retries to unload and update user profile" (Admin Templates*  
>  
> > *System > Logon) to just one – but it is still hanging until I eventually*  
> > *power off in frustration.*  
> >  
> > *So I am left with a situation where I cannot restart IIS and when I try*  
**to**  
> > *reboot it won't close down my computer. The problem seems to reoccur*  
**every**  
> **3**  
> > *to 5 days. Please help – in frustration!*  
> > --  
> > *Regards*  
> >  
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>

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