

## Re: IIS6 hang

**Source:**

<http://www.tech-archive.net/Archive/Internet-Server/microsoft.public.inetserver.iis/2004-07/0950.html>

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**From:** Pat [MSFT] ([patfilot\\_at\\_online.microsoft.com](mailto:patfilot_at_online.microsoft.com))

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Next time it hangs, run IISState ([www.iisfaq.com](http://www.iisfaq.com)) against the w3wp.exe process and post the resulting log. We will hopefully be able to identify the issue from that.

iisstate -p <pid of w3wp.exe> <enter>

Pat

"fred" <[anonymous@discussions.microsoft.com](mailto:anonymous@discussions.microsoft.com)> wrote in message news:2ab3d01c465fc\$85b852b0\$a301280a@phx.gbl...

> front end

> windows 2003 server/IIS 6

>

> back end

> cluster 1 active/passive

> 2 windows 2003 servers

> sql 2000

>

> cluster 2 active/passive

> 2 windows 2003 servers

> sql 2000

>

> about 800 sessions to IIS at any given time from onsite

> staff and users remote locations

>

>

> Our in house asp application is causing IIS to hang

> and sometimes not return content from specific pages. This

> problem has followed us from a 2000 IIS 5 server

> previously hosting the app. I have been attempting to

> isolate this issue, but I really dont have any way to

> pinpoint which specific pages need addressed to inform our

> web developers to look at. I'm taking a look at the iis

> crash and hang agent or iisstate to help me out. Our dba

> along with the programmers adding some custom auditing to

> our pages to write to a sql table to basically document

> when a page was ran and when it finished which I am

> assuming is the initial call to sql from the asp file and  
> the data then returned to iis. Sometimes during a problem  
> we see the call to sql, the query finish and the data  
> return to iis, but iis never returns the data to the  
> client browser (in this test, all systems are in house,  
> 100mb, non networking issue). We are thinking now this may  
> be part of the problem with 2 extra sql calls for each  
> page accessed so we have since removed that  
>  
> The server was installed about 2 months ago,  
> hardly any 3rd party software, dell openmanage, and this  
> asp\_hugeupload.dll for some specific content, also veritas  
> netbackup. There are 3 com components, 2 that are just  
> compiled vb scripts that query active directory for user  
> account information, and another which queries some  
> information from another server. The server hosts 6  
> different websites in which 1 of the sites receives 90% of  
> the traffic. I have recently created 6 diff application  
> pools and moved each website into its own unique pool to  
> hopefully help me recover from a hang by recycling worker  
> processes /restarting the 1 website without having to  
> restart iis or reboot the entire server. I have not had  
> the server hang since creating the pools (its only been a  
> week or so), but the problem is very infrequent sometimes  
> only once in 2 months or so. I should also mention that  
> the application is continuously receiving updates...we move  
> new content to the server multiple times during the week.  
>  
> To get to the point I have a couple of basic  
> questions.  
>  
> 1. I do not have anything in the logs showing any type of  
> error. What is the best way to get input on what the  
> problem with the content is. Since I can't reproduce  
>  
> the problem, I'm having a really difficult time in  
> determining what it is. What type of logging is the best  
> practice for this. I installed the IIS crash/hang agent it  
> worked fine in 2000. In 2003 server I'm not seeing any of  
> the logs yet. If you right click on "Web Sites" in inetmgr  
> and browse to the ISAPI Filters tab you see two instances  
> of IISCrashAgent - priority HIGH, but the executable  
> location is \\?\C:...\IISCHAgent.dll. Should I remove the  
> other entry and then edit the remaining one remapping the  
> location of the dll? I noticed also that I have random  
> number of instances of \_IISCHAgent.exe in taskmgr. I  
> assumed this was for each instance of w3wp.exe. If you  
> rclick on the individual websites and browse to the ISAPI  
> tab i do not show anything in the Filter Names. I'm  
> thinking you will have to add the dll entry in each  
> website you want to monitor. I could be way off on this

> though. So basically my action plan on this is to  
> a. Remove the duplicated entry on the isapi tab  
> of "Web Site Properties"  
> b. Remap the location of the IISCHAgent.dll to  
> remove the \\?\ from the path (I have no idea where that  
> came from by doing a default install of the debug tools)  
> c. Map the dll in the ISAPI filter of each website  
> I want to monitor  
>  
> IISCHAgent.ini  
> [HangAgent]  
> Enable=1  
> LogLocation=%SystemDrive%\iisdebugtools\logs  
> MaxLogFiles=10  
> WriteLog=1  
> RequestTimeLimit=4800  
> ActionCommand=c:\iisdebugtools\iisdump.exe -o  
> c:\iisdebugtools\logs  
> MaxActionsAllowed=1  
>  
> When i do get a log I just hope I can interpret them to  
> attempt to diagnose the issue :/  
>  
> 2. I noticed in perfmon that I have a tremendous amount  
> more "sessions timed out" than what i did running iis5 on  
> 2k. The connection time out is set for 900 sec  
>  
> the same as in iis5. In the %windir%\system32  
> \logfile\HTTPERR dir i have a number of these entries in  
> the logs  
>  
> HTTP/1.1 GET /application/dirname/whatever.asp?  
> ReportTitle=Daily%20%20Report - 12345678 Connection\_Dropped  
> or  
> 2004-07-03 17:27:58 remote\_ip 1550 server\_ip 80 - - - - -  
> Timer\_ConnectionIdle  
>  
> My question is for an in-house application with a very  
> beefy box as host what is the best way to handle this. Our  
> users basically connect and work from this  
>  
> application all day. I'm not sure if having the  
> connections disconnect would impact performance in anyway  
> or if that is in fact helping. Their sessions time-outs  
> are 60 min hardcoded into the asp and also set in the  
> individual web site properties. Is it best to continue to  
> disconnecting these connections and I'm assuming they just  
> initiate another when navigating the application once  
> again.? Should I bump these numbers up?  
>  
> 3. Our asp pages are querying a sql2000 db. They sometimes

- > return data to the clients browsers with near 40–60meg
- > worth of content.(not my choice) I think its
- >
- > a bit much and actually had to bump up the asp buffering
- > limit to get the pages to even display. I have noticed
- > that these types of pages are usually what stops
- >
- > responding first before i lose the site. Sometimes iis
- > will just not return "bigger pages" but will still serve
- > smaller asp pages. Is there some type of counters I
- >
- > should be looking at for some type of memory or caching
- > issue. When the system hangs I always have about 0–10%
- > load on the cpu which is normal even during
- >
- > peak hours and usally about 500mb free of 1gig total
- > memory for the system. I'm just not seeing any hardware
- > related issue on this one since the systems are
- > underutilized.(I read your web server should be at about
- > 40–60% load or you need to bump the thread count up, but
- > I'm afraid this will make our problem worse)
- >
- > 4. I did have a job to restart IIS late sunday nights. As
- > i said ealrier we removed the page auditing and created
- > the seperate application pools so that the restart job has
- > since been removed. I did however set the worker processes
- > to recycle at a specific time once every 24 hours. I.E.
- > Website 1 at 2:30am, website2 at 2:35am and so on. Is this
- > the best practice? I think the default was something like
- > 29 hours or something but I was afraid after some time
- > that would make the 29th hour eventually come up in the
- > middle of the day. I'm not sure how session state would be
- > affected by the recycle and how that would be handled
- > within our application.
- >
- > I appreciate any help/advice in this matter
- > Thx in advance
- >