

# Re: dns server unable to open active directory

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active\\_directory/2006-08/msg00129](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active_directory/2006-08/msg00129)

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- *From:* "Jorge Silva" <jorgesilva\_pt@xxxxxxxxxxxx>
  - *Date:* Tue, 25 Jul 2006 19:54:04 +0100
- 

ahhhh ok here's the problem: (I didn't mention this before because you said that the Event viewer didn't have any errors):

This problem can occur if all of the following conditions are true:

–The Security log has reached the maximum log size that you specify.

–You set either of the following settings in the Security log:

\*Overwrite events older than xx days (where xx is the number of days that you specify) Or Do not overwrite events

– You set the Shut down system immediately if unable to log security audits Group Policy setting.

– You enable security auditing

Solution right here:

<http://support.microsoft.com/kb/316685/en-us>

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I hope that the information above helps you

Good Luck  
Jorge Silva  
MCSA  
Systems Administrator

"Rob Power" <RobPower@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:037E62E9-6F9C-48BF-8C97-9822F29929E4@xxxxxxxxxxxxxxxxxxxx>

Jorge:

What happens is the following 2 error messages recur over and over in the DNS Event viewer:

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Event Type: Warning  
Event Source: DNS  
Event Category: None  
Event ID: 4013  
Date: 7/24/2006  
Time: 9:56:56 AM  
User: N/A  
Computer: LS1

Description:

The DNS server was unable to open the Active Directory. This DNS server is configured to use directory service information and can not operate without access to the directory. The DNS server will wait for the directory to start. If the DNS server is started but the appropriate event has not been logged, then the DNS server is still waiting for the directory to start.

Data:

0000: 54 05 00 00 T...

Event Type: Error  
Event Source: DNS  
Event Category: None  
Event ID: 4000  
Date: 7/24/2006  
Time: 9:56:56 AM  
User: N/A  
Computer: LS1

Description:

The DNS server was unable to open Active Directory. This DNS server is configured to obtain and use information from the directory for this zone and is unable to load the zone without it. Check that the Active Directory is functioning properly and reload the zone. The event data is the error code.

Data:

0000: 54 05 00 00 T...

Eventually, no one is able to log in and the server console appears to be locked up, requiring the power cycling of the server. After reboot, it would appear fine for a period of time– sometimes several hours, sometimes several days. At one point, I was able to unlock the console but nothing related to AD would load– AD sites and services, etc.

No new software/ hardware has been added to the best of my knowledge, with the exception of upgrading BackupExec from version 8.x to 10., and this was

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done a couple of weeks before this started.

The room where the server is located is very warm– usually at least 80 degrees F. Since the server is getting up there in years– going on 5 or 6, I'm really beginning to suspect some hardware is intermittently failing due to thermal stress.

Thanks for all your help,

Rob Power

"Jorge Silva" wrote:

- Did you notice any user/program that is being used at the time that the server locks?
- Does the AD lock or the entire computer crashes?
- You should monitor closely the server to check which service/hardware device that is causing this.
- You can also post this on the SBS news group they can provide you a better view of this problem.

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I hope that the information above helps you

Good Luck  
Jorge Silva  
MCSA  
Systems Administrator

"Rob Power" <RobPower@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:5FD6F883-0F9D-458C-9A74-1DD1E7418208@xxxxxxxxxxxxxxxxxxxx](mailto:news:5FD6F883-0F9D-458C-9A74-1DD1E7418208@xxxxxxxxxxxxxxxxxxxx)

Sure.

NetDiag Log:

Computer Name: LS1  
DNS Host Name: ls1.logos-system.org  
System info : Windows 2000 Server (Build 2195)  
Processor : x86 Family 6 Model 11 Stepping 1, GenuineIntel  
List of installed hotfixes :

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KB820888  
KB823182  
KB823559  
KB824105  
KB824141  
KB824146  
KB825119  
KB826232  
KB828035  
KB828749  
KB829558  
Q147222  
Q816093  
Q818043

Netcard queries test . . . . . : Passed  
[WARNING] The net card 'RAS Async Adapter' may not be  
working  
because  
it  
has not received any packets.

Per interface results:

Adapter : Local Area Connection (Trusted)

Netcard queries test . . . : Passed

Host Name. . . . . : ls1.logos-system.org  
IP Address . . . . . : 10.1.1.10  
Subnet Mask. . . . . : 255.255.255.0  
Default Gateway. . . . . : 10.1.1.5  
Primary WINS Server. . . . : 10.1.1.10  
Dns Servers. . . . . : 10.1.1.10

AutoConfiguration results. . . . . : Passed

Default gateway test . . . : Passed

NetBT name test. . . . . : Passed

WINS service test. . . . . : Passed

Global results:

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Domain membership test . . . . . : Passed

NetBT transports test. . . . . : Passed

List of NetBt transports currently configured:

NetBT\_Tcpip\_{0B5666A5-6C1B-4E35-A59A-303DE059850D}

1 NetBt transport currently configured.

Autonet address test . . . . . : Passed

IP loopback ping test. . . . . : Passed

Default gateway test . . . . . : Passed

NetBT name test. . . . . : Passed

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DCDiag Log:

Domain Controller Diagnosis

Performing initial setup:

Done gathering initial info.

Doing initial required tests

Testing server: LogosSystem\LS1

Starting test: Connectivity

..... LS1 passed test Connectivity

Doing primary tests

Testing server: LogosSystem\LS1

Starting test: Replications

..... LS1 passed test Replications

Starting test: NCSecDesc

..... LS1 passed test NCSecDesc

Starting test: NetLogons

..... LS1 passed test NetLogons

Starting test: Advertising

..... LS1 passed test Advertising

Starting test: KnowsOfRoleHolders

..... LS1 passed test KnowsOfRoleHolders

Starting test: RidManager

..... LS1 passed test RidManager

Starting test: MachineAccount

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..... LS1 passed test MachineAccount  
Starting test: Services  
..... LS1 passed test Services  
Starting test: ObjectsReplicated  
..... LS1 passed test ObjectsReplicated  
Starting test: frssysvol  
..... LS1 passed test frssysvol  
Starting test: kccevent  
..... LS1 passed test kccevent  
Starting test: systemlog  
An Error Event occured. EventID: 0x00000457  
Time Generated: 07/25/2006 09:09:07  
Event String: Driver HP LaserJet 4100 PCL 5e required for

An Error Event occured. EventID: 0x00000452  
Time Generated: 07/25/2006 09:09:07  
Event String: The printer could not be installed.  
..... LS1 failed test systemlog

Running enterprise tests on : logos-system.org  
Starting test: Intersite  
..... logos-system.org passed test  
Intersite  
Starting test: FsmoCheck  
..... logos-system.org passed test  
FsmoCheck

"Jorge Silva" wrote:

can you post the results for  
dcdiag  
and  
netdiag

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I hope that the information above helps you

Good Luck  
Jorge Silva  
MCSA  
Systems Administrator

"Rob Power"  
<RobPower@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message  
[news:8390E800-55AC-4016-881F-DD22EE66BCBE@xxxxxxxxxxxxxxxxxxxx](mailto:news:8390E800-55AC-4016-881F-DD22EE66BCBE@xxxxxxxxxxxxxxxxxxxx)

Server NIC DNS is pointing  
to itself. Forwarders are set

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in DNS.  
They  
were  
set at one point in TCP/IP  
settings also, but have since  
been  
removed.

"Yusuf Dikmenoglu" wrote:

The  
customer  
did  
change  
ISPs  
but  
the  
only  
modifications  
on  
the  
server  
itself  
was  
to  
the  
DNS  
to  
reflect  
the  
DNS  
servers  
for  
the  
new  
ISP.

As  
Forwarder  
in the DNS  
or in the  
TCP/IP  
Settings  
from the  
Server ?

--  
Regards  
from

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Mainz/Germany

Yusuf

Dikmenoglu

<http://www.faq-o-matic.net>