

# 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/msg00155](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.active_directory/2006-08/msg00155)

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- *From:* "Jorge Silva" <jorgesilva\_pt@xxxxxxxxxxxx>
  - *Date:* Tue, 25 Jul 2006 20:58:37 +0100
- 

Probably you're having hardware issues...

—

I hope that the information above helps you

Good Luck  
Jorge Silva  
MCSA  
Systems Administrator

"Rob Power" <RobPower@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:456F06E5-6B0C-449E-9E7D-5235CF02711F@xxxxxxxxxxxxxxxxxxxx>

Oops, my bad! I didn't mention it before either because I've already been  
down this road.  
The Security Log is set to maximum size of 512 kb, current size is 64 kb.  
Overwrite as needed is checked.  
Group Policy is not enabled.  
Security Auditing is not enabled.

Any other ideas?

Rob

"Jorge Silva" wrote:

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

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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](mailto:news:037E62E9-6F9C-48BF-8C97-9822F29929E4@xxxxxxxxxxxxxxxxxxxx)

Jorge:

What happens is the following 2 error messages recurr over and over in

the

DNS Event viewer:

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

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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

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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  
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.

--

I hope that the information above helps you

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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 :  
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.

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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:

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.

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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:  
Logosystem\LS1  
Starting test: Connectivity  
..... LS1 passed  
test Connectivity

Doing primary tests

Testing server:  
Logosystem\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:

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KnowsOfRoleHolders  
..... LS1 passed  
test KnowsOfRoleHolders  
Starting test: RidManager  
..... LS1 passed  
test RidManager  
Starting test:  
MachineAccount  
..... 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 occurred.  
EventID: 0x00000457  
Time Generated:  
07/25/2006 09:09:07  
Event String: Driver HP  
LaserJet 4100 PCL 5e  
required for

An Error Event occurred.  
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

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test  
FsmoCheck

"Jorge Silva" wrote:

can you  
post the  
results for  
dcdiag  
and  
netdiag

--  
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@xxxxxxxxxxx](mailto:news:8390E800-55AC-4016-881F-DD22EE66BCBE@xxxxxxxxxxx)

Server  
NIC  
DNS  
is  
pointing  
to  
itself.  
Forwarders  
are  
set  
in  
DNS.  
They  
were  
set  
at  
one

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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

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the  
TCP/IP  
Settings  
from  
the  
Server  
?

--  
Regards  
from  
Mainz/Germany  
Yusuf  
Dikmenoglu