

Re: Server 2003 reboots

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2006-11/msg00386.html>

- *From:* "Pegasus \ (MVP)" <L.can@xxxxxxx>
 - *Date:* Thu, 9 Nov 2006 16:12:33 +1100
-

"windcrestred" <windcrestred@xxxxxxx> wrote in message
<news:FDDA5A1E-F98B-4DAA-82FB-3CF1017128B0@xxxxxxxxxxxxxxxxxxxx>

"Pegasus (MVP)" wrote:

"windcrestred" <windcrestred@xxxxxxx> wrote in message
<news:D86182DD-B438-42D4-A47D-CEDD16FE6D25@xxxxxxxxxxxxxxxxxxxx>

Hello:

We are running a Dell Server PowerEdge 1800 with a single
Xeon 3000

2048

meg

ram. OS is Windoes Server 2003 Standard. Since feb 2006
when this box

went

live, we have been getting reboots maybe twice a month. The
system

will

hang

then reboot with this error in event viewer. The system isn't
under a

heavy

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load and there doesn't seem to be any kind of pattern.
Terminal

Services

is

in application mode and most users are accessing this server
through

remote

desktop.

There are usually no more than 8 users logged in at any time
After reboot there is a system has recovered from a serious
error
message. When I search for information on this type of error
I don't

seem

to

find any exact hits.

From Event Log

Details

Product: Windows Operating System

Event ID: 1003

Category (102)

Source: System Error

Version: 5.2

Symbolic Name: ER_KRNLCRASH_LOG

Message: Error code %1, parameter1 %2, parameter2 %3,
parameter3 %4,
parameter4 %5.

0000: 53 79 73 74 65 6d 20 45 System E

0008: 72 72 6f 72 20 20 45 72 rror Er

0010: 72 6f 72 20 63 6f 64 65 ror code

0018: 20 30 30 30 30 30 30 30 0000000

0020: 61 20 20 50 61 72 61 6d a Param

0028: 65 74 65 72 73 20 30 30 eters 00

0030: 30 30 30 30 30 31 2c 20 000001,

0038: 30 30 30 30 30 30 31 62 0000001b

0040: 2c 20 30 30 30 30 30 30 , 000000

0048: 30 30 2c 20 38 30 38 33 00, 8083

0050: 30 66 62 63 0fbc

We have installed the latest drivers for all hardware on the

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system,scanned

for viruses and spyware, run memory tests and other diagnostics with

the

Dell

Open Manage Server Administrator. All the hardware passes the tests.

No

viruses or spyware was found. I have applied hotfix from KB Article
Number(s): 905909

When I run Windbg on the mini dump files the problem file appears to

be

ntkrpamp.exe. see output file below.

Does any body have any experience with this type of error or what

steps I

should try next. The end users are getting very frustrated (it

happened

again

today) and my name is mudd around the office. I would appreciate any

help

or

feedback you can offer.

cheers,
Windcrestred

Microsoft (R) Windows Debugger Version 6.6.0007.5

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Loading Dump File

[C:\WINDOWS\Minidump\Mini110806-01.dmp]

Mini Kernel Dump File: Only registers and stack trace are available

Symbol search path is: SRV*c:\local

cache*<http://msdl.microsoft.com/download/symbols>

Executable search path is:

Windows Server 2003 Kernel Version 3790 (Service Pack 1)

MP (2 procs)

Free

x86 compatible

Product: LanManNt, suite: TerminalServer

Built by: 3790.srv03_sp1_qfe.050823-2021

Kernel base = 0x80800000 PsLoadedModuleList = 0x808a6ea8

Debug session time: Wed Nov 8 15:10:04.234 2006 (GMT-4)

System Uptime: 5 days 19:36:02.983

Loading Kernel Symbols

.....
..

.....

Loading User Symbols

Loading unloaded module list

.....

*

*

* Bugcheck Analysis

*

*

*

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Use !analyze -v to get detailed debugging information.

BugCheck A, {1, 1b, 0, 80830fbc}

Probably caused by : ntkrnlmp.exe (nt!KiUnwaitThread+e)

Followup: MachineOwner

0: kd> !analyze -v

*
*
* Bugcheck Analysis
*
*
*

IRQL_NOT_LESS_OR_EQUAL (a)
An attempt was made to access a pageable (or completely
invalid)

address

at an

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interrupt request level (IRQL) that is too high. This is usually caused by drivers using improper addresses.

If a kernel debugger is available get the stack backtrace.

Arguments:

Arg1: 00000001, memory referenced

Arg2: 0000001b, IRQL

Arg3: 00000000, value 0 = read operation, 1 = write operation

Arg4: 80830fbc, address which referenced memory

Debugging Details:

READ_ADDRESS: 00000001

CURRENT_IRQL: 1b

FAULTING_IP:

nt!KiUnwaitThread+e

80830fbc 8b08 mov ecx,dword ptr [eax]

CUSTOMER_CRASH_COUNT: 1

DEFAULT_BUCKET_ID:

DRIVER_FAULT_SERVER_MINIDUMP

BUGCHECK_STR: 0xA

PROCESS_NAME: Idle

TRAP_FRAME: 8089a478 --- (.trap ffffffff8089a478)

ErrCode = 00000000

eax=00000001 ebx=00000000 ecx=88aa9450 edx=88aa9450

esi=886dba40

edi=8885b828

eip=80830fbc esp=8089a4ec ebp=8089a4f0 iopl=0 nv up ei

pl nz

ac pe

cy

cs=0008 ss=0010 ds=0023 es=0023 fs=0030 gs=0000

efl=00010217

nt!KiUnwaitThread+0xe:

80830fbc 8b08 mov ecx,dword ptr [eax]

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ds:0023:00000001=???????

Resetting default scope

LAST_CONTROL_TRANSFER: from 80830fbc to
8088bf33

STACK_TEXT:

8089a478 80830fbc badb0d00 88aa9450 89fbed50
nt!KiTrap0E+0x2a7
8089a4f0 808315e6 00000000 ffdffa40 ffdff120
nt!KiUnwaitThread+0xe
8089a5a8 80831d91 00000000 00000000 02eac8be

nt!KiTimerExpiration+0x178

8089a600 8088d3ef 00000000 0000000e 00000000
nt!KiRetireDpcList+0x65
8089a604 00000000 0000000e 00000000 00000000
nt!KiIdleLoop+0x37

STACK_COMMAND: kb

FOLLOWUP_IP:

nt!KiUnwaitThread+e
80830fbc 8b08 mov ecx,dword ptr [eax]

SYMBOL_STACK_INDEX: 1

SYMBOL_NAME: nt!KiUnwaitThread+e

FOLLOWUP_NAME: MachineOwner

MODULE_NAME: nt

IMAGE_NAME: ntkrpamp.exe

DEBUG_FLR_IMAGE_TIMESTAMP: 430c04cd

FAILURE_BUCKET_ID: 0xA_nt!KiUnwaitThread+e

BUCKET_ID: 0xA_nt!KiUnwaitThread+e

Followup: MachineOwner

You might have a memory leak. Try rebooting the machine
once a week and see if the problem persists.

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Thank you for your quick response!

Could this be caused by remote users disconnecting from a remote desktop session with out logging off? There appear to be several users doing this. If this memory leak is the case and rebooting once a week mitigates this issue what else we can do that would be a more permanent solution? Most of the apps are Microsoft but there is an accounting package and a

CRM

app that could be at issue

Rebooting once a week is a temporary measure. It would confirm that the problem is somehow related to the total uptime. I would check how the amount of free memory changes as time goes by.