

Server 2003 Blue Screen at Logon

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I have a Dell 700 Server running Windows 2003 SP1 and acting as a domain control on the other side of the world. The server works fine unless you attempt to logon remotely (RPD) or locally. If you do it crashes and creates a memory.dmp file. When you attempt to logon in again you get the crash message.

System Failure: Stop Error

0x00000008 (0xc0000005, 0x809413c4, 0xf29098dc, 0x00000000)

No module or process is shown. The system doesn't have symbols loaded so the crash analyser I have doesn't help.

The right thing to do is contact MS to get assistance. My manager won't let me use one of our MS incidents because then she has to explain to her management why she did it. (Big Company BS) :-(

So I've spend many hours trying to solve this remotely without help.

The server is up and running just fine. I can look at the event logs. I can RCMD into the system so I have command line access. I also can remotely mount drives and the registry. I can also access the Dell Server Assistant and don't see any hardware errors. No drive problems or memory issues are being reported.

So far nothing I've looked at has given me a clue.

As to what has been done to the box....

I'm not positive since SMS rolls out a number of patches and software changes. I know that it has the most current version of Dell's firmware and drivers. those were installed weeks ago and the system worked afterwards. This same software has been installed on 7 other servers and haven't caused a problem.

I did contact Dell and they have no known issues with the firmware or driver updates.

Looking at the MS Patch log it looks like it's been missed for a number of

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patches. It may have had some of the new patches and missed some of the older ones. Maybe one needed an old patch and had issues because it was missing. Just a thought of course.

Does it have a good backup? Maybe but since I can't log in I can't check. Many of these servers have issues with the backup software because of a change made by another admin. He's been fixing them but he's has a lot of work to do since we have so many servers around the world.

So do you have any suggestions on how I can determine the issue and get this resolved over the network?

Any suggestions would be great.

Thanks

Rick Clapp (former SNA MVP)

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