

RE: After upgrading 2000 server to 2003 server keeps restarting

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.migration/2004-02/0126.html>

From: Joe Wu [MSFT] (joewu_at_online.microsoft.com)

Date: 02/10/04

Date: Tue, 10 Feb 2004 12:34:00 GMT

Hello Martin,

Thank you for your post.

My name is Joe Wu, and it is my pleasure to work with you on this issue.

Does the No.2 DC keep rebooting automatically with out any error or warning messages?

If so, I think this problem should be a blue screen issue. Please check my analysis and suggestions below:

Analysis:

=====

The automatically restart issue is actually a blue screen stop issue (we can enable the system to show the blue screen when the problem occurs). Windows 2000\XP\2003 uses separate user mode and kernel mode memory space, Blue Screen issue is always caused by a certain kernel potion component, such as a device driver, backup software or anti-virus services (buggy services).

The system goes to a blue screen when some exception occurs in the kernel (either the device driver errors or the service errors), and Windows system implements this mechanism: When it detects some errors occur in the kernel, it will kill the box in case some more severe damage happens. Then we get a blue screen or the system reboots (it depends on what the system settings are).

Actually, troubleshooting blue screen stop/automatically restart issues are very complicated. We need to collect memory dump files (which is very large) and perform debug operations to find the culprit that caused the Kernel mode crash.

Due to the complexity of the blue screen stop/automatically restart issues

RE: After upgrading 2000 server to 2003 server keeps restarting

microsoft.public.windows.server.migration: RE: After upgrading 2000 server to 2003 server keeps restarting

(the dump file are generally more than 100 MB depending on the RAM size on the problematic machines, and debug needs checking source), I would like to suggest that you contact Microsoft Product Support Services via telephone so that a dedicated Support Professional can assist you recover the server in a more efficient manner. Please be advised that contacting phone support will be a charged call.

To obtain the phone numbers for specific technology request please take a look at the web site listed below.

<http://support.microsoft.com/default.aspx?scid=fh:EN-US:PHONENUMBERS>

If you are outside the US please see <http://support.microsoft.com> for regional support phone numbers.

Also, I would like to share some general troubleshoot information for this kind of problem with you:

[General Suggestions For Troubleshooting Blue Screen Stop/Automatically Restart Issues]:

=====

1. Please configure the system to display a blue screen with more information when the automatically restart problem occurs.

To do so, please right click [My computer] and choose [Properties]. On the [Advanced] tab, click [Settings] in [Startup and Recovery]. In that dialog uncheck "Automatically reboot". Make sure the "Write an event to the system log" and "Send an administrative alert" check boxes are chosen.

After you have performed the steps above, please restart the computer and keep monitoring it. Generally, if the problem occurs, there should be a blue screen stop error which indicates to us some information about the error. Such as follows:

STOP: 0x00000050 (0xbc3cb000, 0x00000001, 0x80461b64, 0x00000000)
PAGE_FAULT_IN_NONPAGED_AREA - NDIS.SYS
..

If there is a file name recorded in the error message (for example, NDIS.sys in the above example), you can check if it is a file added by a certain application.

2. If the system still reboots suddenly without generating a blue screen, or many blue screen errors with different crash IDs (0x00000050 in the above example) occur randomly on a system, we can suspect that the problem may be related to a hardware failure. To verify it, we can build a parallel Windows system on another partition with enough space. If these blue screen

RE: After upgrading 2000 server to 2003 server keeps restarting

microsoft.public.windows.server.migration: RE: After upgrading 2000 server to 2003 server keeps restarting

errors still occur with the new dual-booted system, it is very likely a hardware issue.

3. Blue screen stop issue is always caused by a certain kernel portion component, such as a device driver, backup software or anti-virus services (buggy services). Therefore, please check if the previously install device drivers, applications are fully compatible with Windows Server 2003. If possible, please restore the No.2 DC from backup media, uninstall unnecessary applications, upgrade device drivers, unplug unnecessary devices, and then try the upgrade to see if it works.

4. It is better to contact Microsoft Product Support Services via telephone and work with a dedicated Support Professional on this issue. This will be the most efficient solution for this kind of problem. You can find the related contact information above.

Thanks for taking time to read this long post. I hope it helps. Have a nice day!

Regards,
Joe Wu
Product Support Services
Microsoft Corporation

Get Secure! – www.microsoft.com/security

=====
When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.
=====

This posting is provided "AS IS" with no warranties, and confers no rights.

|From: "Admi" <administrator@soh.dk>
|Subject: After upgrading 2000 server to 2003 server keeps restarting
|Date: Tue, 10 Feb 2004 11:06:29 +0100
|Lines: 14
|X-Priority: 3
|X-MSMail-Priority: Normal
|X-Newsreader: Microsoft Outlook Express 6.00.2800.1158
|X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1165
|Message-ID: <OJ8#O277DHA.2764@TK2MSFTNGP09.phx.gbl>
|Newsgroups: microsoft.public.windows.server.migration
|NNTP-Posting-Host: 217.61.212.7
|Path:
|cpmsftngxa07.phx.gbl!cpmsftngxa10.phx.gbl!TK2MSFTNGXA05.phx.gbl!TK2MSFTNGP08
|.phx.gbl!TK2MSFTNGP09.phx.gbl
|Xref: cpmsftngxa07.phx.gbl microsoft.public.windows.server.migration:7670
|X-Tomcat-NG: microsoft.public.windows.server.migration
|
|I am upgrading from 2000 AD to 2003 AD

RE: After upgrading 2000 server to 2003 server keeps restarting

microsoft.public.windows.server.migration: RE: After upgrading 2000 server to 2003 server keeps restarting

| i run forestprep and domainprep the server white Schema Master and upgradet
| it to 2003 server whiteout problems.

|
| i then upgradet my DC no. 2 to 2003 server but after the upgrade the server
| keeps restarting.

|
| i have tryed to start in safe mode, but no luck, it just restarted.

|
| help pls.

|
| Martin Mollerup
|
|
|