

Re: DrWatson 4097 inetinfo error

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-06/msg08124.html>

- *From:* "cjobs" <cjobs@xxxxxxxxxxxxxx>
 - *Date:* Wed, 29 Jun 2005 08:40:23 -0400
-

Thanks Charles,

Lots of good information. SBS2000 SP1a is installed. We are using ScanMail and I will look into that issue – although we have several clients with the same setup and they don't experience this problem. I will report back to the group as soon as I have finished checking your suggestions.

Thanks again for answering,

Claus

""Charles Yang [MSFT]"" <v-chayan@xxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:8GfCHGJfFHA.1336@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

> Hi Cjobs.

>

> Thanks for using this newsgroup.

>

> According to your description, I understand that you encountered an error message in DrWastson 4097. If I am off base, please let me know.

>

> Before we go any further, please make sure that you have installed SBS 2000

> SP1a, if not I suggest you follow the KB article below to install the SBS 2000 SP1a to see if the issue can be resolved:

>

> 326914 How to upgrade Small Business Server 2000 to Small Business Server 2000

> <http://support.microsoft.com/?id=326914>

>

> If the issue still exists after applying the hotfix, please see my suggestions below:

>

> This behavior may occur if you are running Trend Micro ScanMail for

> Microsoft Exchange antivirus software on your Exchange 2000 Server

> computer. This behavior is known to occur in Trend Micro ScanMail for

> Microsoft Exchange versions 6.0 and 6.1. If you are using Trend Micro

> ScanMail for Microsoft Exchange versions 6.0 and 6.1, please contact Trend

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- > support for the assistance. To work around this behavior, we may
- > temporarily disable the Trend service:
- >
- > 1. Click "Start", point to "Programs", point to "Administrative Tools", and
- > then click "Services".
- > 2. Right-click a Trend Micro antivirus service, and then click "Properties".
- > 3. In the "Startup type" list, click "Disabled".
- > 4. Click "Stop", and then click "OK".
- > 5. Repeat steps 2 through 4 for each Trend Micro antivirus service.
- > 6. Restart the computer.
- >
- > More info:
- >
- > 311517 The Inetinfo.exe Process Stops Responding
- > <http://support.microsoft.com/?id=311517>
- >
- > 836177 IIS stops responding and Inetinfo.exe crashes in Davex.dll in Exchange
- > <http://support.microsoft.com/?id=836177>
- >
- > 316612 IIS and Exchange services quit unexpectedly
- > <http://support.microsoft.com/?id=316612>
- >
- > 821749 Antivirus software may cause IIS to stop unexpectedly
- > <http://support.microsoft.com/?id=821749>
- >
- > 885264 The Inetinfo.exe process repeatedly crashes and restarts, and "Event ID
- > ID
- > <http://support.microsoft.com/?id=885264>
- >
- > 304166 Exchange databases are not mounted and event logs contain error messages
- > <http://support.microsoft.com/?id=304166>
- >
- > Hope the above information helpful, if you have any further concerns, please let me know. I am glad to be any further updates.
- >
- > Best regards,
- >
- > Charles Yang (MSFT)
- >
- > Microsoft CSS Online Newsgroup Support
- >
- > 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.

> =====
>
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rights.
>

• **Follow-Ups:**

- ◆ **Re: DrWatson 4097 inetinfo error**
◇ From: "Charles Yang [MSFT]"

• **References:**

- ◆ **DrWatson 4097 inetinfo error**
◇ From: cjobs
 - ◆ **RE: DrWatson 4097 inetinfo error**
◇ From: "Charles Yang [MSFT]"
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