

## Re: Process Store.exe Alert Stuck?

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-07/msg01431.html>

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- *From:* "Jeff Teel" <[jdteel@xxxxxxxxxxxxx](mailto:jdteel@xxxxxxxxxxxxx)>
  - *Date:* Thu, 7 Jul 2005 07:52:24 -0500
- 

Hi Charles

I am receiving one report every 24 hours plus or minus a minuet or two. The report has the same information in the body of the e-mailed alert everyday including the date that the alert occurred. SP1 for Exchange 2003 was installed four months ago. Marina mentioned that the daily report was known to get stuck but didn't mention how to get it stopped. I have bumped the alert memory threshold up from what it was so I believe that the "stuck alert" theory is what my case is as well. This started shortly after the install of SP1 for SBS2003.

Thanks  
Jeff

"Charles Yang [MSFT]" <[v-chayan@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-chayan@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:d4Jo0htgFHA.1336@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:d4Jo0htgFHA.1336@xxxxxxxxxxxxxxxxxxxxxxxx)

> Hi Jeff,

>

> Thanks for posting in this newsgroup.

>

> According to your description, I understand that you receive a lot of  
> store.exe alerts every day. If I am off base, please let me know.

>

> Before we go any further, could you please let me know when did this  
> problem begin to occur? Is Exchange server 2003 SP1 installed on the SBS  
> server? Can I assume that after you applied the Exchange 2003 SP1, you  
> start to receive the alerts, if so it might be an expected behavior?

>

> Generally speaking, after you install Microsoft Exchange Server 2003  
> Service Pack 1 (SP1), a performance monitoring program that you run may  
> generate an alert or a report to indicate that the Store.exe process uses  
> much more memory than it did before you installed SP1. Typically, the  
> monitoring program reports that the Store.exe process uses more "private  
> bytes" memory than it used before you installed SP1. It is an expected  
> error after apply the Exchange SP1, it is not necessary to reinstall the  
> monitoring components, if you want to eliminate the error, you can modify  
> your performance monitoring program to increase the private bytes memory  
> threshold for the store.exe process, you can refer to the following KB  
> article for more detailed steps:

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>  
> 867628 Monitoring programs report that the Store.exe process consumes  
> <http://support.microsoft.com/?id=867628>  
>  
> For the Small Business Server 2003, Microsoft has release a specific  
> update  
> for this issue. You could refer to this KB for the information of this  
> issue in SBS 2k3 system.  
>  
> You could just download this hotfix in the following links to resolve it.  
>  
> [http://www.microsoft.com/downloads/details.aspx?FamilyId=0FE89C95-E767-428C-  
> 8621-6A586C655EE3&displaylang=en](http://www.microsoft.com/downloads/details.aspx?FamilyId=0FE89C95-E767-428C-8621-6A586C655EE3&displaylang=en)  
>  
> As your convenience, I would like to give you some KB articles related to  
> the store.exe:  
>  
> 872963 Microsoft Exchange Information Store service crashes periodically  
> after you install Exchange Server 2003 SP1  
> <http://support.microsoft.com/default.aspx?scid=KB:EN-US:872963>  
>  
> 830602 Exchange Server 2003 Information Store service stops responding  
> <http://support.microsoft.com/default.aspx?scid=kb:en-us:830602>  
>  
> 833817 Store.exe quits unexpectedly and you cannot access any mailbox on  
> an  
> Exchange Server 2003 computer  
> <http://support.microsoft.com/?id=833817>  
>  
> I appreciate your understanding on this issue, if you have any further  
> concerns, please let me know. I am here waiting for your updates.  
>  
> Best regards,  
>  
> Charles Yang (MSFT)  
>  
> Microsoft CSS Online Newsgroup Support  
>  
> Get Secure! – [www.microsoft.com/security](http://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.  
>

- **Follow-Ups:**
  - ◆ **Re: Process Store.exe Alert Stuck?**
    - ◇ *From:* Susan Bradley, CPA aka Ebitz – SBS Rocks [MVP]
  
- **References:**
  - ◆ **Process Store.exe Alert Stuck?**
    - ◇ *From:* Jeff Teel
  - ◆ **RE: Process Store.exe Alert Stuck?**
    - ◇ *From:* "Charles Yang [MSFT]"
  
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