

RE: SBS 2003 Exchange startup problem / RPC Question

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg01322.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx ("Nathan Liu [MSFT]")
 - *Date:* Thu, 04 Aug 2005 06:05:06 GMT
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Hello KenT,

Thank you for posting in the SBS newsgroup.

Also, many thanks for Jonathan's great input.

According to your description, I understand that you received the error "MSExchangeSA. 1005. Unexpected error. The RPC-Server is under too much load. Win32 ID-Nr.: c00706bb." when the Server is re-started. If I have misunderstood your concern, please don't hesitate to let me know.

Jonathan is right on target. I have checked the running status of the RpcLocator services in the SBS 2003 Premium SP1 on my testing machine, it is configured as Manual and Stopped.

Based on my research, Event 1005 seems to be a general event code used to indicate that something the System Attendant needs is missing or corrupt. Exchange records a 1005 error in various conditions.

To narrow down this issue, please answer and perform the following questions and steps:

1. As you mentioned, since the error message is "The RPC-Server is under too much load.", and the RPC is needed for Symantec Mail Security. Can I assume you have installed the Symantec Mail Security software, please temporarily uninstall it, and check if the issue can be reproduced.

2. This issue may occur if Microsoft Firewall Client is running on the server. If it is the case, please refer to the below KB article to resolve it:

842471 The Exchange System Attendant service does not start and event IDs 1004,
<http://support.microsoft.com/?id=842471>

3. This issue may be caused by a lack of registry settings for the RPC protocol, please perform the below steps:

RE: SBS 2003 Exchange startup problem / RPC Question

a. Open Regedt32

b. Add the key ClientProtocols to the following path:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Rpc\ClientProtocols

c. Add the following values to the newly created key ClientProtocols:

ncacn_http : REG_SZ : rpcrt4.dll

ncacn_ip_tcp: REG_SZ : rpcrt4.dll

ncacn_nb_tcp: REG_SZ : rpcrt4.dll

ncacn_np: REG_SZ : rpcrt4.dll

ncadg_ip_udp: REG_SZ : rpcrt4.dll

267573 XADM: Error 0xc00206b7 When You Start the Exchange Server System

<http://support.microsoft.com/?id=267573>

4. What's the problematic Exchange services? Is it the Microsoft Exchange System Attendant? Please do a screen capture of the error message, and attach it in your reply.

5. Please locate the Errorlog.txt and Eventlog.txt from the ..\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs folder, and check whether there are any error messages noted on this issue, then paste the full context in your reply.

I am appreciated your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you.

Best regards,

Nathan Liu (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner.

You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

RE: SBS 2003 Exchange startup problem / RPC Question

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For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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>Thread-Topic: SBS 2003 Exchange startup problem / RPC Question
>thread-index: AcWYECqUiEy040f5TataIYLwQM3XQ==
>X-WBNR-Posting-Host: 84.140.235.179
>From: "=?Utf-8?B?S2VuLVQ=?" <KenT@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>Subject: SBS 2003 Exchange startup problem / RPC Question
>Date: Wed, 3 Aug 2005 02:46:05 -0700
>Lines: 24
>Message-ID: <7B89FB26-2242-4760-A0F7-B79748D21535@xxxxxxxxxxxxxx>
>MIME-Version: 1.0
>Content-Type: text/plain;
> charset="Utf-8"
>Content-Transfer-Encoding: 7bit
>X-Newsreader: Microsoft CDO for Windows 2000
>Content-Class: urn:content-classes:message
>Importance: normal
>Priority: normal
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:141068
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Odd effect seems to have started after applying full SP1, including premium
>SPs for Exchange and SQL.
>
>When server is re-started, an Exchange service fails with error :
>MSExchangeSA. 1005. Unexpected error. The RPC-Server is under too much
>load.
>Win32 ID-Nr.: c00706bb.
>
>When the Exchange services are then all re-started by hand, all is fine.
>
>I have noticed on the server that RPC-Locator service is set to start type
>:
>Manual
>I Think this is the problem, when server is restarted, RPC-Locator is not
>yet running and therefore the error for Exchange since RPC is needed for
>Symantec Mail Security.
>
>Is this likely? or is there some other possibility?

RE: SBS 2003 Exchange startup problem / RPC Question

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>Question – Surely RPC–Locator service should be set to Start type Automatic???

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>Appreciate any comments, especially a check if RPC–Location is running as >automatic startup on other SBS Servers.

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>Thanks

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• *Follow-Ups:*

- ◆ [RE: SBS 2003 Exchange startup problem / RPC Question](#)
◇ From: Ken-T

• *References:*

- ◆ [SBS 2003 Exchange startup problem / RPC Question](#)
◇ From: Ken-T

- Prev by Date: [RE: Fax set-up](#)
- Next by Date: [Re: Must loosen security screws for vendor](#)
- Previous by thread: [RE: SBS 2003 Exchange startup problem / RPC Question](#)
- Next by thread: [RE: SBS 2003 Exchange startup problem / RPC Question](#)
- Index(es):
 - ◆ [Date](#)
 - ◆ [Thread](#)