

Re: SBS Hangs for 4 plus hours

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-08/msg06570.html>

- *From:* "Dave Nickason [SBS MVP]" <gwdibble@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 23 Aug 2005 12:01:36 -0400
-

Currently when you log in as administrator, are you still experiencing the long delay? I'm wondering if this could have been a one-time thing that went away.

I'm trying to figure out if this is an admin login problem or a server reboot problem. So when you can, please reboot the server and, when it comes back up to a login prompt, don't log in. From your desktop PC, see if you can access SharePoint. If so, the server came up normally and it's a problem with the admin login. At that point, I'd recommend logging in as the administrator. Click Start -> Run -> msconfig, which will give you a list of everything that's starting at login. See what program or service you think could be causing it, or start disabling startup stuff (programs, not services) one at a time until you narrow it down. I'd be looking first to 3rd party (non-Microsoft) stuff including AV. Also services that when you look at what they're running under, it's Administrator (in other words, ignore local system, local service, network service, etc.).

You can connect to the server's Computer Management from your local workstation without logging in - open the local Computer Management on the desktop PC, r-click the top entry, and click "Connect to another computer." You need to be at least a Domain Admin to do this.

"Michael" <Michael@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:46EA1F77-E8B6-47DD-B697-29A9A5D6757A@xxxxxxxxxxxxxxxxxxxx
>I cannot reboot right now as it is in full poroduction, but from memory I
>am
> sure that all ran correctly prior to the login screen. When I log in
> remotely as 'me' (also with admin rights, the same lockup happens)
>
> if I reboot the server and all 'seems' okay without logging in, obviously I
> will not be able to monitor anything - catch22...
>
> Currently I am logged in as Administrator and can browse sharepoint - we
> do
> not use Exchange server although it is running - (which leads me to
> another
> point - in the task list I have STORE.EXE running and taking up 138,492K

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> of
> memory – the CPU usage on the servr is really low as always – can I end
> that
> process without adverse effect?) aslo can I stop all exchange server
> processes and still use sharepoint.
>
> if it turns out to be an admin rights issue what is the solution?
>
> thanks
>
> The back up never processed
>
>
>
> "Dave Nickason [SBS MVP]" wrote:
>
>> Lets say you just reboot the server and do not attempt to log in. Does
>> it
>> respond normally? Probably the best way to test would be to reboot it
>> and
>> check SharePoint, or browse some public folders in Outlook – anything you
>> can think of to see if the server is behaving as you'd expect.
>>
>> If it is acting normal outside the context of an administrator login, I'd
>> look to see what starts when the Administrator logs in. A start would be
>> to
>> look in Start -> Run -> msconfig. Also, you could look in Services and
>> see
>> what's running under the Administrator account (look in the account
>> labeled
>> "Log on as."
>>
>>
>> "Michael" <Michael@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> news:86C44507-C04A-4E36-8B6E-036F729601C8@xxxxxxxxxxxxxxxxxxxx
>> >I didn't try – but it is as if the whole system is just frozen until it
>> > applies the computer settings – I just looked at the task manager and
>> > all
>> > seems okay – I did try doing a backup using Veritas and it is still
>> > preprocessing after 1 hour (NOT the norm).
>> >
>> > there is one error in the server performance report:
>> >
>> > Notification of policy change from LSA/SAM has been retired and failed.
>> > Error 4312 to save policy change for account
>> > S-1-5-21-4114945042-1644514097-3061243998-1772 in the default GPOs. it
>> > tells
>> > me to check the sceplog.log – after wading through that log there is
>> > the
>> > following error multiple times:
>> >

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>>> -----08/22/2005 04:35:02
>>> Thread 378 Entered NotificationQSync for Enqueueing
>>> Thread 378 Op: Retry, Num Instances: 0, Num Retry Instances: 1, Retry
>>> count: 2, LowRight: 0, HighRight: 0, Sid:
>>> *S-1-5-21-4114945042-1644514097-3061243998-1772, DbType: 1, ObjectType:
>>> 2,
>>> DeltaType: 3
>>> Thread 378 Leaving NotificationQSync for Enqueueing
>>> Thread 378 Retried node, taking a break.
>>> Thread 378 Error=4312 SAM Account Get template name
>>> Thread 378 Error=4312 SAM Account Error get file path
>>> Thread 378 Op: Process, Num Instances: 1, Num Retry Instances: 1, Retry
>>> count: 2, LowRight: 0, HighRight: 0, Sid:
>>> *S-1-5-21-4114945042-1644514097-3061243998-1772, DbType: 1, ObjectType:
>>> 2,
>>> DeltaType: 3
>>> Thread 378 Error=4312 Sleeping due to processing error
>>> Thread 378 Retry count within bounds
>>>
>>> then after about 10 retrys it gives with the followign
>>> "retry count exceeded"
>>>
>>> I also note that My verita backup does not seem to me working properly
>>> and
>>> is preprocessing for currently 1:30hr – usually starts the backup
>>> within
>>> less than a minute of doing a run now. I am about to check veritas'
>>> website.
>>>
>>> thanks
>>> "Dave Nickason [SBS MVP]" wrote:
>>>
>>>> At any point while this is going on, can you open Task Manager to see
>>>> if
>>>> anything is using an unusual amount of CPU or RAM? Any errors in the
>>>> server
>>>> logs?
>>>>
>>>>
>>>>
>>>> "Michael" <Michael@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>> news:806A17F3-9CAB-43F6-B00D-71659541B01F@xxxxxxxxxxxxxxxxxxxx
>>>>> 4This weekedn I decided to do all the updates to the SBS premium –
>>>>> there
>>>>> were
>>>>> 15 and all went well (updates indicated 'done') – and I was
>>>>> requested
>>>>> to
>>>>> restart – then after logiing in – 'the applying computer settings'
>>>>> screen
>>>>> the

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