

## RE: MExchangeMGMT service is Stopped

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg04545.html>

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- *From:* [v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx) ("Nathan Liu [MSFT]")
  - *Date:* Wed, 28 Sep 2005 02:08:05 GMT
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Hello Ray,

Thank you for posting in the SBS newsgroup.

According to your description, I understand that you received the alerts "MExchangeMGMT service is Stopped", after you installed the Exchange 2003 SP1. If I have misunderstood the problem, please don't hesitate to let me know.

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

1. Since you received the alerts "MExchangeMGMT service is Stopped", please help me re-confirm if there are any problems with Exchange System Manager.
2. Please run 'services.msc' (without the quotation marks) on the command prompt, locate the 'Microsoft Exchange Management' service, and check if its startup type is Automatic, and Service status: Started, Log on as: Local System account.
3. Based on my experience, this issue can occur if you are using a bad driver for the Promise FasTrak S150 SX4 Serial ATA RAID PCI disk controller. If you have this controller, you should download its latest driver here:

[http://www.promise.com/support/download/download\\_eng.asp](http://www.promise.com/support/download/download_eng.asp)

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Also, this issue is commonly caused by antivirus or third party backup programs. If you have such programs, you may disable them or uninstall them for a test. If the issue disappears, you may need to contact the software vendor for compatible versions what should not cause such issues.

If you do not have third party programs, I suggest you open Registry Editor (regedit.exe) and check if the dependent services are set correctly for the Exchange System Attendent and Exchange Management services:

**IMPORTANT:** This post contains information about modifying the registry. Before you modify the registry, make sure to back it up and make sure that you understand how to restore the registry if a problem occurs.

For the Exchange System Attendent service:

Key: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\MExchangeSA

Value Name: DependOnService

Value Data:

EventLog  
NtLmSsp  
RPCSS  
LanmanWorkstation  
LanmanServer

For the Exchange Information Store service:

Key: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\MExchangeIS

Value Name: DependOnService

Value Data:

EXIFS  
MExchangeSA

For the Exchange Management service:

Key: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\MExchangeMGMT

Value Name: DependOnService

Value Data:

WinMgmt  
RPCSS

If the DependOnService values are not correct for both services, please correct them using the above information, reboot the server and check if

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the issue disappears.

If the settings are correct or if the issue persists after making the changes, we can try the "Recovery" feature of the services to make the services restart automatically when they fail to start. Please try the following steps:

1. Open "Services" from the Administrative Tools (or run services.msc).
2. Open the properties page of the Microsoft Exchange System Attendant service.
3. On the "Recovery" tab, specify "Restart the Service" for "First failure".
4. Do the same things for the Microsoft Exchange Management service. Reboot the server and check if everything is OK.

More information:

193888 How to Delay Loading of Specific Services

<http://support.microsoft.com/?id=193888>

In addition, please install the SBS 2003 SP1 and then check if the issue can be resolved.

Installation Instructions for Service Pack 1 for Windows Small Business Server 2003, Standard Edition

[http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup\\_std.htm](http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup_std.htm)

Installation Instructions for Service Pack 1 for Windows Small Business Server 2003, Premium Technologies

[http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup\\_prem.htm](http://download.microsoft.com/download/2/e/9/2e902d14-da2e-43ba-8bd6-6d258f5356b6/SP1Setup_prem.htm)

I appreciate 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](http://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>

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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.

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: MExchangeMGMT service is Stopped  
>thread-index: AcXDUIQWQukjAHrITx+UHIKeM+2n1A==  
>X-WBNR-Posting-Host: 212.159.73.201  
>From: =?Utf-8?B?cmF5?= <ray@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>Subject: MExchangeMGMT service is Stopped  
>Date: Tue, 27 Sep 2005 03:58:01 -0700  
>Lines: 17  
>Message-ID: <B99B0ACB-092B-4A8D-8769-4AC55F7E3F8B@xxxxxxxxxxxx>  
>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:156792  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Running sbs2003 without service pack 1 all other windows and sbs updates  
>installed. Ever since installing exchange SP1 i recieve the following  
>alerts:  
>  
>Alert on \*\*\*\*\* at 9/26/2005 11:53:56 AM  
>  
>MExchangeMGMT service is Stopped.  
>

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>This service manages Exchange management information that uses Windows  
>Management Instrumentation (WMI). If this service is stopped, Exchange  
>management information using WMI is unavailable.

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>For more information about this event, see the event logs on the server  
>computer. You can restart this service by using the View Services task in  
the

>Server Management Monitoring and Reporting taskpad.

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>You can disable this alert by using the Change Alert Notifications task.

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