

RE: w3wp.exe unable to start properly and mail delivery very slow

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg00251.html>

- *From:* v-chayan@xxxxxxxxxxxxxxxxxxxxxx ("Charles Yang [MSFT]")
 - *Date:* Wed, 05 Oct 2005 01:40:41 GMT
-

Hi David,

Thanks for updates.

I will be here waiting for your updates, please feel free to post back. I am glad to be of assistance.

If this is the urgency issue, please call CSS, it might be the quickly for your issue. You can refer to information below:

To obtain the phone numbers for specific technology request please take a look at the web site listed below.

<http://support.microsoft.com/default.aspx?scid=fh:EN-US:PHONENUMBERS>

If you are outside the US please see <http://support.microsoft.com> for regional support phone numbers.

Best regards,

Charles Yang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
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

RE: w3wp.exe unable to start properly and mail delivery very slow

RE: w3wp.exe unable to start properly and mail delivery very slow

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: w3wp.exe unable to start properly and mail delivery very slow
| thread-index: AcXI8Mxiob2HrgL/RAC5BuV8q1xjgg==
| X-WBNR-Posting-Host: 66.195.158.102
| From: "?Utf-8?B?RGF2aWQgRC4=?=" <DavidD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <8B140AC7-4283-4539-B217-9287BB9F2136@xxxxxxxxxxxxxx>
<gwMHpQKyFHA.3020@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: w3wp.exe unable to start properly and mail delivery very slow
| Date: Tue, 4 Oct 2005 07:34:59 -0700
| Lines: 259
| Message-ID: <4744426C-97F0-413E-89B5-782580AF778E@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:158580
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|

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| Thanks for all the information! I decided to try several things at once
| because this has been a problem for a while now, and users are getting
| frustrated. I was not able to make a 8192mb swap file. The largest file

I

| could make on the data drive was 4096mb. I increased the swap file on
| the OS

| drive to 2048mb, so the total swap file space available is 6144mb.

| Also, I disabled Symantec antivirus for Exchange on the server, just to
| eliminate that as a factor. It did not seem to make a difference.

| I will post a response here with the results of the changes I made.

| Thanks for your help!

| Best regards,
| david

| ""Charles Yang [MSFT]"" wrote:

| > HI David,

| >

| > Welcome to SBS newsgroup.

| >

| > Issue description:

| > =====

| >

| > I understand that you encountered problem when sending internet emails
| and

| > your internal website is not worked correctly.

| >

| > Analyzing and suggestions:

| > =====

| >

| > Generally speaking, this issue should be caused by many factors, in
| order

| > to clarify the issue, please help perform the tests and gather
| information:

| >

| > 1. Please rerun CEICW, this wizard will help you configure your SBS
| network

| > and email setting correctly. Please make sure that you need to point
| SBS

| > internal NIC as the DNS server on both client computer and SBS server.

| Do

| > not add any additional DNS on the TCP/IP properties on client computer.

| You

| > need configure the ISP' DNS as DNS forward server. In the email
| setting,

| > use either DNS or smarthost to route emails. You need to ask your ISP
| help

RE: w3wp.exe unable to start properly and mail delivery very slow

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|> you create a MX records for your SBS exchange. You can refer to KB article
|> below for detailed instruction:
|>
|> 825763 How to configure Internet access in Windows Small Business Server
|> 2003
|> <http://support.microsoft.com/?id=825763>
|>
|> 2. w3wp.exe is file required for IIS, the issue mostly relate IIS is not
|> configured correctly, you can check it after you rerun CEICW to see if the
|> error message still exist on application log.
|>
|> As I know, W3wp.exe is a IIS process, that may explain why the web
|> interface of Symantec Security for Exchange cannot be loaded. Although this
|> issue may be Exchange Related, I suggest us do the following to see if
|> there is an update:
|>
|> One: Add the HeapDecommitFreeBlockThreshold key
|>
|> 1. Start Registry Editor (Regedt32.exe).
|> 2. Locate and click the following key in the registry:
|> HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager
|> 3. On the Edit menu, click Add Value, and then add the following registry
|> value:
|> Value name: HeapDecommitFreeBlockThreshold
|> Data type: REG_DWORD
|> Value Data: 0 (Hex)
|>
|> Two: Restart Exchange Server
|>
|> Then please check if there is an update.
|>
|> Three: Go to Virtual Memory page (Open System Properties\Advanced tab,
|> click Settings under Performance, select Advanced tab click Change)
|> Type 8192 in "Maximum Size" line. Click OK. Restart computer and check
|> again.
|>
|> Four: Remove the /3GB and /USERVA switch in boot.ini file. Restart
|> computer
|> and check if the Symantec web page can be opened.
|>
|> Also, when open Performance monitor when the "/3GB and /USERVA" exists
|> in
|> the boot.ini file, do the following:
|>
|> A. Go to Performance Logs and Alerts, right click "Counter Logs",

RE: w3wp.exe unable to start properly and mail delivery very slow

RE: w3wp.exe unable to start properly and mail delivery very slow

select

- |> "New Log Settings" , type a name, click OK.
- |> B. Click "Add Counters" button, select Memory in Performance Objects,
- |> select Page/Sec in "Select counters from list" and click OK. Select "Page
- |> Fault/Sec" in the list again. Click OK.
- |> C. If the new log file is not started, click the start button on the menu.
- |> (It will turn to Green if the log is started).
- |> D. Monitor for about one hour. During this time, repro the issue.
- |> E. Email me the log file. By default, it exist in %systemroot%\perflogs folder.
- |> 3. If the issue still exists, please help check the event view to see if
- |> there are any warning or error messages, you can paste them to newsgroup,
- |> if possible you could also send the event log files to my mailbox.
- |> (v-chayan@xxxxxxxxxxxxxx).
- |>
- |> I appreciate your effort on this issue; please post back your results.

I am

- |> glad to be of further assistance.
- |>
- |>
- |>
- |> Best regards,
- |>
- |> Charles Yang (MSFT)
- |>
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- |>
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- |>
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|> | slow

|> | thread-index: AcXIJvew5Xl33+CZQG25xdFcdFigww==

|> | X-WBNR-Posting-Host: 66.195.158.102

|> | From: "=?Utf-8?B?RGF2aWQgRC4=?" <DavidD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

|> | Subject: w3wp.exe unable to start properly and mail delivery very slow

|> | Date: Mon, 3 Oct 2005 07:30:13 -0700

|> | Lines: 67

|> | Message-ID: <8B140AC7-4283-4539-B217-9287BB9F2136@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:158233

|> | X-Tomcat-NG: microsoft.public.windows.server.sbs

|> |

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|> | Hi all,
|> |
|> | Server: I have a Windows SBS 2003 with SP1 for Windows and SP1 for
|> | Exchange.
|> | The server is a dual 1ghz with 2gb of physical ram, and a 40gb hard
|> | drive
|> | partitioned into an OS drive (7.3 gb) and data drive (everything
|> | else).
|> | There is a 4gb swap file on the data drive, and a 256mb swap file on
|> | the
|> | OS
|> | drive (just for good measure). The server has about 20 active users
|> | on
|> | it,
|> | with their documents and email (the Exchange store) being stored on
|> | the
|> | server's data drive.
|> |
|> | Problem 1: Internet email delivery to and from this server began
|> | getting
|> | extremely slow. Mail sent from this server would often take 7 days
|> | to be
|> | received on other email servers. Internal email seems to be the
|> | regular
|> | super fast speed.
|> |
|> | Solution 1: Perusing Google led me to the Exchange best practices
|> | tool
|> | provided by Microsoft. This tool suggested a couple of extra
|> | switches in
|> | the
|> | boot.ini file as well as un-compressing the Exchange database files
|> | (the
|> | data
|> | drive on the server uses the standard Windows file compression). I
|> | did
|> | both
|> | of these things and the email delivery seemed to improve dramatically.
|> |
|> | Problem 2: At some point in this process, it was noticed the web site
|> | hosted
|> | on this same server wasn't working. Nor was Outlook Web Access. We
|> | are
|> | not
|> | sure exactly at one point this started happening – if it was before
|> | or
|> | after
|> | I did solution #1. Rebooting the server fixes the problem but only
|> | for
|> | a
|> | very short while. I noted the following error in the application

RE: w3wp.exe unable to start properly and mail delivery very slow

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event

|> log:

|> |

|> |-----

|> | COM+ has determined that your machine is running very low on available

|> | memory. In order to ensure proper system behavior, the activation of the

|> | component has been refused. If this problem continues, either install

|> more

|> | memory or increase the size of your paging file. Memory statistics are:

|> | dwMemoryLoad = 65

|> | ullTotalPhys = 0x07ff7e000

|> | ullAvailPhys = 0x02c388000

|> | ullTotalPageFile = 0x17b0a1000

|> | ullAvailPageFile = 0x010c9b000

|> | ullTotalVirtual = 0x0bd7e0000

|> | ullAvailVirtual = 0x0b94ef000

|> |

|> | Process Name: w3wp.exe

|> | Comsvcs.dll file version: ENU 2001.12.4720.1830 shp

|> |-----

|> |

|> | So it appeared to me that the w3wp.exe process, which is required to run

|> any

|> | web services, wasn't being allowed to run. I can't imagine how this

|> server,

|> | with 2gb of physical memory and more than 4gb of swap file space, could

|> NOT

|> | have enough memory to run this process. Task manager does not show me

|> any

|> | single process as consuming more than 64 megabytes of memory while this

|> | problem is occurring, although I have witnessed the store.exe process

|> being as

|> | high as 600mb. Still, there should be oodles of RAM left.

|> |

|> | Solution #2: I un--did the boot.ini file change above, which had no

|> affect.

|> | The web services would operate briefly after the machine boots up, but

|> then

|> | fail again with the above message in the application event log. I

|> installed

|> | every service pack I could find for this server. No affect.

|> |

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|> | Problem #3: Email sending from this machine is once again extremely slow.

|> |

|> | Solution #3: Throw server out window.

|> |

|> | Anyone have any suggestions? I have searched high and low on the Internet

|> | for something similar to this problem but can't find anything.

|> |

|> | Thanks in advance!

|> | Best regards,

|> | david d.

|> |

|>

|>

|

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-
- Prev by Date: [**Re: Monitor Login and Log off**](#)
 - Next by Date: [**Re: Hosting website**](#)
 - Previous by thread: [**Re: Monitor Login and Log off**](#)
 - Next by thread: [**RE: Client Computers Disable themselves Mysteriously**](#)
 - Index(es):
 - ◆ [**Date**](#)
 - ◆ [**Thread**](#)