

Re: Exchange not loading properly, since updates?

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg01219.html>

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- *From:* trevor <[news@xxxxxxxxxxxxxxxxxxxxxx](mailto:news@xxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 14 Nov 2005 00:58:31 +0000
- 

DHCP is running Ok and providing services.

No other DHCP services running on the network.

I changed bindings to the external interface and restarted, then changed back to the internal, and restarted and authorized.

Information store still fails to start and system attendant gives a message saying it started and then stopped.

Current events are:

MSExchangeSA 1005 & 9098

MSEXchangeaAL 8231

Service control manager 7001 (strange message, "The Microsoft Exchange Information Store service depends on the Microsoft Exchange System

Attendant service which failed to start because of the following

error:

The operation completed successfully. )"

NTDS general 1126 (There IS a BDC on the network and has been for 6 months+) internal id 3200cd1

NTDS replication 2088

The only other bit of information which is possibly linked is that at about 8:30pm on 11/11 I had a failed tape backup due to a faulty scsi terminator. That caused a hard reboot on a completely hung system.

Last times/dates on both transaction logs and mailbox data are timed then and it appears that the transaction logs have been deleted by backup as there are only the minimum number of logs showing from that date. E00.chk, E00.log, E000008E.log, res1.log, res2.log and tmp.edb

On Mon, 14 Nov 2005 10:35:00 +1100, "SuperGumby [SBS MVP]" <[not@xxxxxxxxxxxx](mailto:not@xxxxxxxxxxxx)> wrote:

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>OK, DHCP config is failing.

>

>Services and Applications, DHCP, is it running? rt-clk, properties, on the  
>advanced tab, bindings, bind only to the internal NIC. If it's already  
>bound, and I'm not sure on this one but..., I'd probably bind it to the  
>external, OK out, then go back in and bind properly to internal. (maybe bind  
>to nothing, not sure if the console will accept that)

>

>Got another DHCP source on the network? (router, PC with connections sharing  
>enabled?)

>

>You might also check the services list, is DHCP Server set to 'automatic'  
>and is it started?

>

>My general feel is that in adding/removing/adjusting things the core  
>services are confused about which interfaces to look at. Did you, at some  
>time, experience a very long delay during startup? (most likely the server  
>would display 'Applying computer settings' much longer than normal during  
>the slow startup) The application of a recent patch may have brought to  
>light a condition which has existed for some time.

>

>When posting your errors, the event number and source are of more use to me  
>than the text. Including the text is handy but the event number/source makes  
>searching [www.eventid.net](http://www.eventid.net) easy.

>

>"trevor" <[news@xxxxxxxxxxxxxxxxxxxxxx](mailto:news@xxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
>[news:4vffn15fig6dqnc1dk3r8ft1mkdvcghl@xxxxxxxxxxx](mailto:news:4vffn15fig6dqnc1dk3r8ft1mkdvcghl@xxxxxxxxxxx)

>> OK,

>>

>> here is the changelog text,

>>

>>

>> 13/11/2005 20:59

>> Current User: Administrator

>> Old IP Address: 192.168.16.2

>> Old Subnet Mask: 255.255.255.0

>> New IP Address: 192.168.222.2

>> New Subnet Mask: 255.255.255.0

>> ModifyPrivateNicProperties returned OK

>> ConfigureDns returned OK

>> \*\*\* ConfigureDHCP returned ERROR 8007041d

>>

>> 13/11/2005 21:02

>> Current User: Administrator

>> Old IP Address: 192.168.222.2

>> Old Subnet Mask: 255.255.255.0

>> New IP Address: 192.168.16.2

>> New Subnet Mask: 255.255.255.0

>> ModifyPrivateNicProperties returned OK

>> ConfigureDns returned OK

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```
>> *** ConfigureDHCP returned ERROR 8007041d
>>
>> 13/11/2005 21:03
>> Current User: Administrator
>> Old IP Address: 192.168.16.2
>> Old Subnet Mask: 255.255.255.0
>> New IP Address: 192.168.222.2
>> New Subnet Mask: 255.255.255.0
>> ModifyPrivateNicProperties returned OK
>> ConfigureDns returned OK
>> *** ConfigureDHCP returned ERROR 8007041d
>>
>> 13/11/2005 21:04
>> Current User: Administrator
>> Old IP Address: 192.168.222.2
>> Old Subnet Mask: 255.255.255.0
>> New IP Address: 192.168.16.2
>> New Subnet Mask: 255.255.255.0
>> ModifyPrivateNicProperties returned OK
>> ConfigureDns returned OK
>> *** ConfigureDHCP returned ERROR 80070420
>>
>> I also have this error in the directory service event log following
>> the latest reboot.
>>
>> Active Directory was unable to establish a connection with the global
>> catalog.
>>
>> Additional Data
>> Error value:
>> 1355 The specified domain either does not exist or could not be
>> contacted.
>> Internal ID:
>> 3200cd1
>>
>> User Action:
>> Make sure a global catalog is available in the forest, and is
>> reachable from this domain controller. You may use the nltest utility
>> to diagnose this problem.
>>
>> The Nics are in the correct order but I have disabled a binding on the
>> network connection for ms clients.
>>
>> The Dns entries look ok for the forward look up zones, although I
>> can't see anything referencing exchange, is that an entry I imagined,
>> or should there be something. I certainly remember having to delete
>> DNS entries when I used the server change tools when I changed
>> hardware a few months ago.
>>
>> The reverse lookup only has start of authority and name server
>> entries, does that seem ok?
```

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>>  
>> The DNS proptert entry is only showing that it will listen on my local  
>> IP.  
>>  
>>  
>> On Mon, 14 Nov 2005 08:44:25 +1100, "SuperGumby [SBS MVP]"  
>> <not@xxxxxxxxxxxx> wrote:  
>>  
>>>C:\Program Files\Microsoft Windows Small Business  
>>>Server\Support\changeiplog.txt what's it say?  
>>>  
>>>control panel, open 'Network Connections', from the Advanced menu,  
>>>'Advanced  
>>>Settings', check the binding order of the NICs, Server Local Area  
>>>Connection  
>>>needs to be first.  
>>>  
>>>Your external adapter does not need any services bound to it (lower part  
>>>of  
>>>same screen).  
>>>  
>>>If you need to adjust these, do so, restart, then try the wiz. Yes, the  
>>>wiz  
>>>failing points to a low level error in the network config.  
>>>  
>>>rt-clk My Computer, Manage, expand Services and Applications, expand the  
>>>DNS  
>>>console. Do both sawbrook.local and the reverse subnet look OK? any bad  
>>>info?  
>>>rt-clk DNS itself (your server name), properties, is it bound only to your  
>>>internal interface?  
>>>  
>>>  
>>>"trevor" <news@xxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>>[news:36afn1tcsp0ie80flka9v5o38qqgclh2c6@xxxxxxxxxxx](mailto:news:36afn1tcsp0ie80flka9v5o38qqgclh2c6@xxxxxxxxxxx)  
>>>> Run the set devmgr and no new entries, none at all greyed out?  
>>>>  
>>>> If I show hidden devices it has a few wan miniport, etc under network  
>>>> but nothing greyed. The only time I had nic problems was when the  
>>>> fiber controller grabbed the irq but that isn't installed any more.  
>>>>  
>>>> I have now run the change ip address in both directions several times,  
>>>> every time it changes the address but I get an error saying that "an  
>>>> error ocurred while changing the ip address, your server may be  
>>>> partially configured please run again using the original ip address of  
>>>> the server"  
>>>>  
>>>> So it would appear I have some IP/netowrk/DNS issue but I really am  
>>>> not sure where to start with the diagnosis and reconfig. I really  
>>>> don't fancy a new install:(  
>>>>

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>>>> Thanks for the help so far.  
>>>>  
>>>>  
>>>> On Mon, 14 Nov 2005 07:43:21 +1100, "SuperGumby [SBS MVP]"  
>>>> <not@xxxxxxxxxxxx> wrote:  
>>>>  
>>>>>your IPconfig looks fine. I'd probably be looking to set the Exchange  
>>>>>services to manual startup to see what non-exch errors I get during  
>>>>>startup. If none are experienced, will the Exch services start manually  
>>>>>(looking for timing issue during restart).  
>>>>>  
>>>>>re: your hardware changes, did you have trouble with the NICs, something  
>>>>>about duplicate info? If so, from a command prompt  
>>>>>set devmgr\_show\_nonpresent\_devices=1  
>>>>>start devmgmt.msc  
>>>>>brings up devmgr in a special mode, from the View menu, choose 'show  
>>>>>hidden  
>>>>>devices', and llllok at the network section, any greyed out entries?  
>>>>>(NOTE:  
>>>>>a  
>>>>>couple of grey entries should exist on all systems, we're looking for  
>>>>>repeats of your physical NICs)  
>>>>>  
>>>>>If you have had trouble with the NICs, and particularly if previous  
>>>>>devmgr  
>>>>>'ghosts' are found, I'd run the 'Change server IP address' wiz from the  
>>>>>Network and Internet section of the SBS console. Run it once to move to  
>>>>>a  
>>>>>different subnet, say 192.168.222.2, then again if you really wish to go  
>>>>>back to the .16 subnet.  
>>>>>  
>>>>>Got the event numbers of those errors? www.eventid.net  
>>>>>  
>>>>>  
>>>>>"trevor" <news@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>>>>[news:a95fn11m6c6efdl7sm70urlo3ecjuj9dgd@xxxxxxxxxxx](mailto:news:a95fn11m6c6efdl7sm70urlo3ecjuj9dgd@xxxxxxxxxxx)  
>>>>>> That's what is implied if I look up the error messages, I just can't  
>>>>>> see what it is.  
>>>>>>  
>>>>>> The only change I have made which might be network relevant is  
>>>>>> Installed a new fiber adapter and a differential scsi card.  
>>>>>>  
>>>>>> This changed the IRQ of the local ethernet adapter. I have since, I  
>>>>>> think changed that IRQ back to what it was but can't be certain. I  
>>>>>> have also had a couple of boot blue screen stop errors caused by the  
>>>>>> fiber adapter, JNI, driver. I removed the adpater and boot completed  
>>>>>> OK, this may or may not have been at the same time as the exchange/DNS  
>>>>>> issue.  
>>>>>>  
>>>>>> I have xxx out part of the public IP and my domain name.  
>>>>>>

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```
>>>>>> Here goes,
>>>>>>
>>>>>> Windows IP Configuration
>>>>>>
>>>>>> Host Name . . . . . : frog
>>>>>> Primary Dns Suffix . . . . . : MYDOMAIN.local
>>>>>> Node Type . . . . . : Unknown
>>>>>> IP Routing Enabled. . . . . : Yes
>>>>>> WINS Proxy Enabled. . . . . : Yes
>>>>>> DNS Suffix Search List. . . . . : sawbrook.local
>>>>>>
>>>>>> Ethernet adapter Server Local Area Connection:
>>>>>>
>>>>>> Connection-specific DNS Suffix . :
>>>>>> Description . . . . . : 3Com EtherLink XL 10/1
>>>>>> PC Management NIC (3C905C-TX) #2
>>>>>> Physical Address. . . . . : 00-04-76-11-59-D9
>>>>>> DHCP Enabled. . . . . : No
>>>>>> IP Address. . . . . : 192.168.16.2
>>>>>> Subnet Mask . . . . . : 255.255.255.0
>>>>>> Default Gateway . . . . . :
>>>>>> DNS Servers . . . . . : 192.168.16.2
>>>>>> Primary WINS Server . . . . . : 192.168.16.2
>>>>>>
>>>>>> Ethernet adapter Network Connection:
>>>>>>
>>>>>> Connection-specific DNS Suffix . :
>>>>>> Description . . . . . : 3Com EtherLink XL 10/1
>>>>>> PC Management NIC (3C905C-TX)
>>>>>> Physical Address. . . . . : 00-04-76-20-3E-E3
>>>>>> DHCP Enabled. . . . . : No
>>>>>> IP Address. . . . . : 80.176.XXX.2
>>>>>> Subnet Mask . . . . . : 255.255.255.240
>>>>>> Default Gateway . . . . . : 80.176.XXX.1
>>>>>> DNS Servers . . . . . : 192.168.16.2
>>>>>> Primary WINS Server . . . . . : 192.168.16.2
>>>>>> NetBIOS over Tcpi. . . . . : Disabled
>>>>>>
>>>>>> On Sun, 13 Nov 2005 11:01:07 -0800, "Susan Bradley, CPA aka Ebitz -
>>>>>> SBS Rocks [MVP]" <sbradcpa@xxxxxxxxxxxx> wrote:
>>>>>>
>>>>>>> Sounds more like you have a DNS issue. I've install all
>>>>>>> patches/updates
>>>>>>> on three boxes and they are working just fine.
>>>>>>>
>>>>>>> post your ipconfig /all
>>>>>>>
>>>>>>> trevor wrote:
>>>>>>>> On Sun, 13 Nov 2005 17:55:37 +0000, trevor
>>>>>>>> <news@xxxxxxxxxxxxxxxxxxxx>
>>>>>>>> wrote:
```

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>>>>>>>  
>>>>>>>  
>>>>>>>>I recently allowed my SBS 2003 server to complete installation of  
>>>>>>>>automatic updates and exchange has stopped working almost  
>>>>>>>>completely.  
>>>>>>>>  
>>>>>>>>The following services are not running at startup and give errors if  
>>>>>>>>I  
>>>>>>>>try and start them manually.  
>>>>>>>>  
>>>>>>>>1) Microsoft connector for pop3 mailboxes  
>>>>>>>>error = error 1068: The dependency service or group failed to start  
>>>>>>>>  
>>>>>>>>2) Microsoft Exchange information store  
>>>>>>>>error = error = error 1068: The dependency service or group failed  
>>>>>>>>to  
>>>>>>>>start  
>>>>>>>>  
>>>>>>>>3) Microsoft Exchange system attendant  
>>>>>>>>error =  
>>>>>>>>  
>>>>>>>>All other auto started services are started and running without  
>>>>>>>>apparent errors.  
>>>>>>>>  
>>>>>>>>In addition the event log also shows the following errors  
>>>>>>>>  
>>>>>>>>MSExchangeAL  
>>>>>>>>error= Permanent failure reported by policy group provider for  
>>>>>>>>'CN=System Policies,CN=SAWBROOK,CN=Microsoft  
>>>>>>>>Exchange,CN=Services,CN=Configuration,DC=sawbrook,DC=local':'MAD.EXE',  
>>>>>>>>error=80040103. Taking provider offline.  
>>>>>>>>  
>>>>>>>>MSEExchangeAL  
>>>>>>>>Permanent failure reported by policy group provider for 'CN=System  
>>>>>>>>Policies,CN=SAWBROOK,CN=Microsoft  
>>>>>>>>Exchange,CN=Services,CN=Configuration,DC=sawbrook,DC=local':'MAD.EXE',  
>>>>>>>>error=80040103. Taking provider offline.  
>>>>>>>>  
>>>>>>>>repeated 3 times and  
>>>>>>>>  
>>>>>>>>MSExchangeAL  
>>>>>>>>Unexpected error The specified domain either does not exist or could  
>>>>>>>>not be contacted. Facility: Win32 ID no: c007054b Microsoft Exchange  
>>>>>>>>System Attendant occurred.  
>>>>>>>>  
>>>>>>>>I haven't started messing with the databases yet, I may be wrong but  
>>>>>>>>this doesn't look like a database issue?  
>>>>>>>>  
>>>>>>>>Any help appreciated.  
>>>>>>>>  
>>>>>>>>Trevor

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