

Re: SBS 2003 SP2 – Event ID 12800

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg02616.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Mon, 21 Nov 2005 08:05:51 GMT
-

Hi Steve,

Thanks for using the SBS newsgroup! Also thanks for Susan's input.

For your description, I understand that you continue get 12800 error on the server SBS 2003 server box. If I am off base, please don't hesitate to let me know.

Please follow below steps to try to trouble shoot the issue:

I. Have you installed Panda Antivirus for the server and the clients? If yes, please upgrade current version to Panda ExchangeSecure 2.36.00. and then test to see if the issue be fixed.

II. To the Client Server messaging suite issue, I suggest you contact Trend Micro customer services center for support. Since this product is designed by Trend Micro, I believe their support service is much more qualified to handle this issue. You can contact them to see if they can provide any valid information on this issue. I suggest you take a look at the following link for the messaging suite issue:

<http://kb.trendmicro.com/solutions/default.asp?cType=1&prodID=0&versionID=0>

<http://www.trendmicro.com/download/product.asp?productid=39>

III. Please refer to the following KB articles to configure Exchange 2003 server and ensure you have configured the "/3GB /Userva=3030" (without quotation marks) switches correctly in the Boot.ini file in your Exchange 2003 Server, which is running on Windows 2003 Server.

815372.KB.EN-US How to Optimize Memory Usage in Exchange Server 2003
<http://support.microsoft.com/default.aspx?scid=KB;EN-US;815372>

810371.KB.EN-US XADM: Using the /Userva Switch on Windows Server 2003-Based Excha
<http://support.microsoft.com/default.aspx?scid=KB;EN-US;810371>

325044.KB.EN-US HOW TO: Troubleshoot Virtual Memory Fragmentation in

Exchange 2003 and

<http://support.microsoft.com/default.aspx?scid=KB;EN-US;325044>

However, if you have 4 GB physical memory installed on your Exchange 2003 Server, please also configure the HeapDeCommitFreeBlockThreshold registry value in the following registry key, and then restart the server:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager

Value name: HeapDeCommitFreeBlockThreshold

Value type: REG_DWORD

Value data: 0x00040000 (recommended)

Value default: not present

For additional information about how to use and configure this registry value, click the following article number to view the article in the Microsoft Knowledge Base:

315407.KB.EN-US XADM: The "HeapDecommitFreeBlockThreshold" Registry

<http://support.microsoft.com/default.aspx?scid=KB;EN-US;315407>

IV. If you can ensure the memory configuration is good, you may choose want to turn off the memory configuration check on your Exchange Server to avoid the 9665 warnings from being appeared in Event Log, you can create the following registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeIS\Parameters System

Parameter: Suppress Memory Configuration Notification

Type: REG_DWORD

Setting: 1

V. It is recommended that you use the "Eseutil /d" command to defrag the Exchange 2003 server databases. When the users delete messages, the size of the database will keep the same and you must perform an offline defragmentation using the exeutil tool to reduce the Exchange database seize. Please note that defragmenting a database requires free disk space equal to 110 percent of the size of the database that you want to process so if you do not have enough free space to run the eseutil tool, you can defrag the database on another computer. See:

328804 How to Defragment Exchange Databases

<http://support.microsoft.com/?id=328804>

192185 XADM: How to Defragment with the Eseutil Utility (Eseutil.exe)

<http://support.microsoft.com/?id=192185>

More information:

821915 How to move Exchange databases and logs in Exchange Server 2003

<http://support.microsoft.com/?id=821915>

Hope this helps. Please let me know if you have any other concerns. I am happy to be assistance of you and look forward to your reply!

Have a nice day!

Sincerely,

Jenny Wu
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.

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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This posting is provided "AS IS" with no warranties, and confers no rights.

>Date: Sun, 20 Nov 2005 13:13:15 -0800
>From: "Susan Bradley, CPA aka Ebitz – SBS Rocks [MVP]"
<sbradcpa@xxxxxxxxxxxx>
>User-Agent: Mozilla Thunderbird 1.0.7 (Windows/20050923)
>X-Accept-Language: en-us, en
>MIME-Version: 1.0
>Subject: Re: SBS 2003 SP2 – Event ID 12800
>References: <#1cevRh7FHA.1140@xxxxxxxxxxxxxxxxxxxx>
>In-Reply-To: <#1cevRh7FHA.1140@xxxxxxxxxxxxxxxxxxxx>
>Content-Type: text/plain; charset=ISO-8859-1; format=flowed
>Content-Transfer-Encoding: 7bit
>Message-ID: <#DQZKch7FHA.3752@xxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs

Re: SBS 2003 SP2 – Event ID 12800

>NNTP-Posting-Host: adsl-68-127-124-254.dsl.frsn02.pacbell.net
68.127.124.254
>Lines: 1
>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:223996
>X-Tomcat-NG: microsoft.public.windows.server.sbs

>
>Re run the monitoring wizard.

>
>Steve wrote:

>> Hi,

>>

>> I am receiving event 12800 errors in my application log every 60 seconds.

>> All appears to be normal as far as sending and receiving mail. Another
>> thing to note is that I upgraded my Client Server messaging suite and it
had

>> many problems, so I uninstalled it and reinstalled the previous version.

>> That, as well, appears to be working fine. All the information I have
found

>> on this error message relates to Exchange 2000. I tried as many of the
>> things as I could that would work with Exchange 2003, but nothing has
solved

>> the problem.

>>

>> 1. Has anyone else run into this same kind of problem?

>> 2. What else can I do?

>>

>> Thanks very much for any assistance you can provide.

>>

>> This is the message as it appears on my server.

>>

>> Event Type: Error

>> Event Source: MExchangeIS

>> Event Category: Content Engine

>> Event ID: 12800

>> Date: 11/20/2005

>> Time: 2:48:55 PM

>> User: N/A

>> Computer: SERVER

>> Description:

>> Message processing failed because there is not enough available memory
>> (8007000E-80000000).

>>

>> For more information, click

<http://www.microsoft.com/contentredirect.asp>.

>>

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- **References:**

- ◆ **SBS 2003 SP2 – Event ID 12800**

- ◆ *From:* Steve

- ◆ **Re: SBS 2003 SP2 – Event ID 12800**

- ◆ *From:* Susan Bradley, CPA aka Ebitz – SBS Rocks [MVP]

- Prev by Date: **RE: Remote Connection to SBS–2000**

- Next by Date: **Re: PDA > Bluetooth > cell > gprs > exchange server**

- Previous by thread: **Re: SBS 2003 SP2 – Event ID 12800**

- Next by thread: **Re: Is it OK to backup SBS2K3 using differential backups?**

- Index(es):

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- ◆ **Thread**