

RE: Three Errors on Server 2003 SB Any idea?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg04780.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Wed, 22 Mar 2006 07:43:50 GMT
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Hello Jim,

Thank you for posting to the SBS 2K3 Newsgroup.

I have read through your post, it seems that there are many issues occurring on your SBS 2K3 Server:

- a. One Service does not run.
- b. There are Event IDs 9334 and 9344 regarding Exchange Server.
- c. There are also Event IDs 13552 and 13555 regarding NtFrs.

If I have misunderstood your concern, please let me know.

Based on my experience, there issues are complicated and we need time to troubleshoot. For urgent issue, you can either open another thread in our Newsgroup for the Event IDs 13552 and 13555 issue, or contact Microsoft Product Support Services via telephone for a better solution and a dedicated Support Professional can assist with your request. Please be advised that contacting phone support will be a charged call. 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.

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Having said that, I am still glad to provide following suggestions for your Exchange issue, please see:

Generally speaking, this issue is most likely caused by incorrect configuration settings on the Offline Address List. Please take your time to read through my suggestions and then perform the troubleshoot steps to see how it goes:

Step 1: Ensure Office Address List reference a valid Exchange Server in

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Active Directory:

1. In Exchange System Manager, expand the Recipients object -> Offline Address Lists.
2. Double-click the Offline Address List in the right pane.
3. On the General tab, ensure that a valid Exchange Server is set in the Offline address list server field.
4. Also, make sure that a valid Address List is populated under Address lists. (The default one is the Default Global Address List).
5. Right-click Default Offline Address List and choose Rebuild.

Step 2: Ensure Mailbox Store reference a valid Offline Address List

1. Start Exchange System Manager, expand the problematic Administrative Groups and the server that you want to configure.
2. Expand the appropriate Storage Group.
3. Right-click Mailbox Store, and click Properties.
4. In the Offline Address Book section, make sure that a valid offline Address Book is listed.

More information is documented in the following Microsoft KB article:

905813 You receive an 0x8004010F error message when you try to synchronize the

<http://support.microsoft.com/?id=905813>

Step 3: Ensure a valid Public Folder Store is set for the Offline Address List

1. Start Exchange System Manager and expand the Storage Group where the problematic users' mailboxes are stored.
2. Make sure the Mailbox Store and Public Folder Store are mounted.
3. Expand the appropriate Administrative Group -> "Folders".
4. Right-click "Public Folders", and then click "View System Folders".
5. Click to expand the "Offline Address Book" object.
6. Right-click on each object in "Offline Address Book" and choose "Properties", click the "Replication" tab, and then verify that a public folder store is entered in the "Replicate content to these public stores" box.
7. If a public folder store is not listed, click "Add", and then enter the appropriate public store for the offline Address Book.
8. Click "Apply", and then click "OK".
9. Click to expand "o=org/cn=addrlists/cn=oabs/cn=Default Offline Address List".
10. Right-click "OAB Version 2", and click "Properties".
11. Click the "Replication" tab and verify that a public folder store is entered in the "Replicate content to these public stores" box.
12. Repeat the above two steps for "OAB Version 3a".
13. If a public folder store is not listed, click "Add", and then enter the appropriate public store for the offline Address Book.
14. Click "Apply", and then click "OK".

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For detailed instructions, please refer to the KB article below:

286328 Offline Address Book Is Missing and Cannot Be Generated in Microsoft
<http://support.microsoft.com/?id=286328>

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If the issue persists, please help me to gather following information for research:

1> Enable Diagnostic Logging and send it to my mailbox (v-branee@xxxxxxxxxxxxxx) to analysis:

1. Start Exchange System Manager.
2. Navigate to the server object.
3. Right-click Server object, and then Properties.
4. On the Diagnostic Logging tab, click MExchangeAL, and set all items to maximum.
5. Click MExchangeSA, set "OAL Generator" to maximum.
6. Reproduce the issue.
7. Open Event Viewer and save the application logs as an .evt file and send it to me.

2> In the meantime, I would like to check if Outlook clients encounter any problems when downloading Offline Address List. For example, does Outlook 2003 users with Cached Exchange Mode enabled encounter any error when they click Tools menu -> Send/Receive -> Download Address Book?

Please take your time to perform the steps. If you have any updates, please feel free to let me know. I am looking forward to hearing from you!

Best regards,

Brandy Nee

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.

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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.

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

Thread-Topic: Three Errors on Server 2003 SB Any idea?
thread-index: AcZNFsaVGWnvF9FFSeqcOG2jcrZ71A==
X-WBNR-Posting-Host: 24.153.157.146
From: =?Utf-8?B?Smlt?= <Jim@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: Three Errors on Server 2003 SB Any idea?
Date: Tue, 21 Mar 2006 10:39:24 -0800
Lines: 107
Message-ID: <47E45DD8-02C6-4C0E-AB2C-7A43A3AF91D3@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 V6.00.3790.1830
Newsgroups: microsoft.public.windows.server.sbs
Path: TK2MSFTNGXA03.phx.gbl
Xref: TK2MSFTNGXA03.phx.gbl microsoft.public.windows.server.sbs:254686
NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

These are the three errors I'm getting and I have follow all the recommendations For Microsoft links with no luck in correcting the issues. Any help would be greatly appreciated. I am running 2003 Sb with Exchange 2003.

Microsoft Software Shadow Copy Provider
Total auto-started services not running: 1

In normal conditions, these services should be running. For details, it is recommended that you review errors in the Event log related to the

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service.

Critical Alerts

Critical Errors in Application Log

Source Event ID Last Occurrence Total Occurrences
MSEExchangeSA 9334 3/20/2006 2:01 AM 1
OALGen encountered error 8004010f while initializing the offline address list generation process. No offline address lists have been generated.

Please

check the event log for more information. – Default Global Address List

For

more information, click <http://www.microsoft.com/contentredirect.asp>.

Source Event ID Last Occurrence Total Occurrences
MSEExchangeSA 9344 3/20/2006 2:01 AM 1
OALGen could not find the address list with the Active Directory object

GUID

of '/guid=2FAC79CC15D45444B0CD02EDBDCD6A1A' in the list of available address

lists. Please check the offline address list configuration object. –

Default

Global Address List For more information, click <http://www.microsoft.com/contentredirect.asp>.

Critical Errors in File Replication Service Log

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Source Event ID Last Occurrence Total Occurrences

NtFrs 13552 3/19/2006 8:04 PM 1

The File Replication Service is unable to add this computer to the

following

replica set: "DOMAIN SYSTEM VOLUME (SYSVOL SHARE)" This could be caused by

a

number of problems such as: — an invalid root path, — a missing

directory,

— a missing disk volume, — a file system on the volume that does not support NTFS 5.0 The information below may help to resolve the problem: Computer DNS name is "Adminmgr-002.austinmps.local" Replica set member

name

is "ADMINMGR-002" Replica set root path is "c:\windows\sysvol\domain"

Replica

staging directory path is "c:\windows\sysvol\staging\domain" Replica

working

directory path is "c:\windows\ntfrs\jet" Windows error status code is FRS error status code is FrsErrorMismatchedJournalId Other event log messages

may

also help determine the problem. Correct the problem and the service will attempt to restart replication automatically at a later time.

Source Event ID Last Occurrence Total Occurrences

NtFrs 13555 3/19/2006 8:04 PM 1

The File Replication Service is in an error state. Files will not

replicate

to or from one or all of the replica sets on this computer until the following recovery steps are performed: Recovery Steps: [1] The error

state

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may clear itself if you stop and restart the FRS service. This can be done
by

performing the following in a command window: net stop ntfrs net start
ntfrs

If this fails to clear up the problem then proceed as follows. [2] For
Active

Directory Domain Controllers that DO NOT host any DFS alternates or other
replica sets with replication enabled: If there is at least one other

Domain

Controller in this domain then restore the "system state" of this DC from
backup (using ntbackup or other backup-restore utility) and make it
non-authoritative. If there are NO other Domain Controllers in this domain
then restore the "system state" of this DC from backup (using ntbackup or
other backup-restore utility) and choose the Advanced option which marks
the

sysvols as primary. If there are other Domain Controllers in this domain

but

ALL of them have this event log message then restore one of them as
primary

(data files from primary will replicate everywhere) and the others as
non-authoritative. [3] For Active Directory Domain Controllers that host

DFS

alternates or other replica sets with replication enabled: (3-a) If the

Dfs

alternates on this DC do not have any other replication partners then copy
the data under that Dfs share to a safe location. (3-b) If this server is

the

only Active Directory Domain Controller for this domain then, before going
to

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(3-c), make sure this server does not have any inbound or outbound connections to other servers that were formerly Domain Controllers for

this

domain but are now off the net (and will never be coming back online) or

have

been fresh installed without being demoted. To delete connections use the Sites and Services snapin and look for

Sites->NAME_OF_SITE->Servers->NAME_OF_SERVER->NTDS Settings->CONNECTIONS.

(3-c) Restore the "system state" of this DC from backup (using ntbackup or other backup-restore utility) and make it non-authoritative. (3-d) Copy

the

data from step (3-a) above to the original location after the sysvol share

is

published. [4] For other Windows servers: (4-a) If any of the DFS

alternates

or other replica sets hosted by this server do not have any other

replication

partners then copy the data under its share or replica tree root to a safe location. (4-b) net stop ntfrs (4-c) rd /s /q c:\windows\ntfrs\jet (4-d)

net

start ntfrs (4-e) Copy the data from step (4-a) above to the original location after the service has initialized (5 minutes is a safe waiting time). Note: If this error message is in the eventlog of all the members

of a

particular replica set then perform steps (4-a) and (4-e) above on only

one

of the members.

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