

Re: Server Performance Report – Memory in use – showing 'No data'

## Re: Server Performance Report – Memory in use – showing 'No data'

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg04343.html>

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- *From:* "ArchangelG" <[gabcilliers@xxxxxxxxxx](mailto:gabcilliers@xxxxxxxxxx)>
  - *Date:* 27 Jun 2006 00:38:19 -0700
- 

Hi Crina Li,

Please find below the report I received this morning. I received a similar report yesterday morning.

There still isn't any 'Server Specifications' or 'Memory use' data despite me running through your instructions on Saturday afternoon.

Any further help would be appreciated.

Thanks,  
Gabriel

From: Administrator  
Sent: 27 June 2006 06:00  
To: Administrator  
Subject: Server Performance Report – 4CGROUP–SBS

Server Performance Report for 4C Group

Report created on 6/27/2006 at 6:00 AM

Summary for

Re: Server Performance Report – Memory in use – showing 'No data'

## Re: Server Performance Report – Memory in use – showing 'No data'

Server has been running:

Server Specifications

Details

Performance Summary

Details

Top Processes

Details

Backup: Not configured

Details

Auto-started Services Not Running: 0

Details

Critical Alerts: 2

Details

Critical Errors in the Event Logs: 35

Details

Details of

Server Specifications

No data is available for this section. Ensure that the Windows Management Instrumentation service is running.

Performance Summary

Performance Counters

Today

Last Month

Rate of Growth

Memory in use

No data

No data

Free disk space (C:)

1,151 MB

No data

Free disk space (D:)

189,571 MB

No data

Busy disk time (0 C: D:)

12 %

No data

Top 5 Processes by Memory Usage

Process Name – ID

Memory Usage

store – 4632

563 MB

W3PROXY – 5600

486 MB

RPCServ – 5516

242 MB

sqlservr – 2068

104 MB

services – 1616

91 MB

#### Top 5 Processes by CPU Usage

Process Name – ID

CPU Time

scan32 – 6708

27.1 %

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beremote – 1452

2.5 %

store – 4632

2.2 %

W3PROXY – 5600

1.4 %

WSPSRV – 4212

1.3 %

Backup

Result

Last Occurrence

Small Business Server Backup is not configured. To configure backup, click the Backup snap-in in Server Management, and then click Configure Backup.

Not applicable

Auto-started Services Not Running

No data is available for this section. Ensure that the Windows Management Instrumentation service is running.

Critical Alerts

Issue

Last Occurrence

Total Occurrences

Process (store.exe)

6/26/2006 6:43 PM

1

The store.exe process is allocating more memory than usual.

Check to see if you are having problems with e-mail. If so, stop and then restart the Microsoft Exchange Information Store service.

You can disable this alert or change its threshold by using the Change Alert Notifications task in the Server Management Monitoring and Reporting taskpad.

Issue

Last Occurrence

Total Occurrences

Fax

6/26/2006 10:59 AM

1

Fax service is Stopped.

This service enables you to send and receive faxes by using fax resources available on the Small Business Server computer.

If no device is configured to receive or send faxes, this service will be stopped automatically. It restarts automatically when a fax device is configured.

For more information about this event, see the Event Log on the server computer. You can restart this service by using the View Services task in the Server Management Monitoring and Reporting taskpad.

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

Critical Errors in Application Log

Source

Event ID

Last Occurrence

Total Occurrences

Alert Manager Event Interface

257

6/27/2006 4:04 AM

2 \*

Small Business Server cannot display a description for this event. For more information, see the Event Log.

Source

Event ID

Last Occurrence

Total Occurrences

McAfee GroupShield

2053

6/27/2006 4:01 AM

1

An update failed with error 80004005:Unspecified error .

Source

Event ID

Last Occurrence

Total Occurrences

Microsoft Fax

32092

6/26/2006 11:02 AM

1

The Fax service failed to receive a fax. From: . CallerId: . To: Beech Builders Ltd. Pages: 0. Device Name: U.S. Robotics V.92 Voice Win Int.

\* The text shown is for the most recent occurrence of this event. For more information, see the Event log.

Critical Errors in Directory Service Log

There were no critical events in the Directory Service Log in the last 24 hours.

Critical Errors in DNS Server Log

There were no critical events in the DNS Server Log in the last 24 hours.

Critical Errors in File Replication Service Log

There were no critical events in the File Replication Service Log in the last 24 hours.

Critical Errors in Security Log

Source

Event ID

Last Occurrence

Total Occurrences

Security

529

6/27/2006 2:27 AM

26 \*

Logon Failure:

Reason:

Unknown user name or bad password

User Name:

gabriel

Domain:

4cgroup

Logon Type:

3

Logon Process:

NtLmSsp

Authentication Package:

NTLM

Workstation Name:

PHANTOM

Caller User Name:

–

Caller Domain:

–

Caller Logon ID:

–

Caller Process ID:

–

Transited Services:

–

Source Network Address:

–

Source Port :

–

\* The text shown is for the most recent occurrence of this event. For more information, see the Event log.

Critical Errors in System Log

Source

Event ID

Last Occurrence

Total Occurrences

Windows Update Agent

16

6/26/2006 6:16 PM

....

[Message clipped]

"Crina Li" wrote:

Hi Gabriel,

Thanks for your update.

I will look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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 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

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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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| From: "ArchangelG" <gabcilliers@xxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| Subject: Re: Server Performance Report – Memory in use – showing 'No data'  
| Date: 21 Jun 2006 00:49:35 –0700  
| Organization: <http://groups.google.com>  
| Lines: 400  
| Message-ID: <1150876175.341097.51080@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <1150446777.889674.236250@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| <pSLJnI3kGHA.5832@xxxxxxxxxxxxxxxxxxxxxxxx>  
| NNTP-Posting-Host: 82.163.232.250  
| Mime-Version: 1.0  
| Content-Type: text/plain; charset="iso-8859-1"  
| X-Trace: posting.google.com 1150876180 15049 127.0.0.1 (21 Jun 2006  
07:49:40 GMT)  
| X-Complaints-To: groups-abuse@xxxxxxxx  
| NNTP-Posting-Date: Wed, 21 Jun 2006 07:49:40 +0000 (UTC)  
| In-Reply-To: <pSLJnI3kGHA.5832@xxxxxxxxxxxxxxxxxxxxxxxx>  
| User-Agent: G2/0.2  
| X-HTTP-UserAgent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-GB;  
rv:1.8.0.4) Gecko/20060508 Firefox/1.5.0.4,gzip(gfe),gzip(gfe)  
| X-HTTP-Via: 1.1 4CGROUP-SBS  
| Complaints-To: groups-abuse@xxxxxxxx  
| Injection-Info: u72g2000cwu.googlegroups.com; posting-host=82.163.232.250;  
| posting-account=ZmnaLg0AAADHDu72ONdKo8UI0sZVNsYJ  
| Path:  
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!msrtrans!m  
srn-in!newshub.sdsu.edu!nx02.iad01.newshosting.com!newshosting.com!216.196.9  
8.140.MISMATCH!border1.nntp.dca.giganews.com!nntp.giganews.com!postnews.goog  
le.com!u72g2000cwu.googlegroups.com!not-for-mail  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:276483  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|  
| Hi Crina Li  
|  
| Thank-you for your reply.  
|  
| I have followed your troubleshooting steps and left the system about 36  
| hours run through a reporting cycle but still no joy.  
|

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| I apologise, my initial description of the problem wasn't very  
| descriptive at all. I'll try again below.

| I'll copy/paste my report below to show what I'm talking about but in  
| brief, it's just the following sections that seem to be problematic:

| In the Summary, 'Server has been running:' doesn't give anything, it  
| doesn't even say 'no data'.

| In the 'Server Specifications' section it gives me: 'No data is  
| available for this section. Ensure that the Windows Management  
| Instrumentation service is running.'

| I've checked the WMI service is running which it was and still is, but  
| I noticed the 'Windows Management Instrumentation Driver Extensions'  
| service wasn't running. I'm not sure whether this one is needed for  
| this purpose but I've started it anyway.

| In the 'Performance Summary', 'Memory in use' says 'No data'. This is  
| where my real problem is because I need to report to the MD but there's  
| no data here and I'm not sure where else I can get any monitoring  
| information.

| Following I've copy/pasted the report:

| Server Performance Report for 4C Group  
| Report created on 6/21/2006 at 7:00 AM

-----

-----

| Summary for

| Server has been running:  
| Server Specifications Details  
| Performance Summary Details  
| Top Processes Details  
| Backup: Not configured Details  
| Auto-started Services Not Running: 0 Details  
| Critical Alerts: 1 Details  
| Critical Errors in the Event Logs: 3 Details

| Details of

|  
|

-----  
| Server Specifications

|

| No data is available for this section. Ensure that the Windows  
| Management Instrumentation service is running.

|

| Performance Summary

|

| Performance Counters Today Last Month Rate of Growth

| Memory in use No data No data

| Free disk space (C:) 1,919 MB No data

| Free disk space (D:) 189,766 MB No data

| Busy disk time (0 C: D:) 12 % No data

|

| Top 5 Processes by Memory Usage

|

| Process Name – ID Memory Usage

| store – 4612 574 MB

|

| W3PROXY – 5336 486 MB

|

| sqlservr – 1536 174 MB

|

| RPCServ – 5704 146 MB

|

| sqlservr – 1660 108 MB

|

| Top 5 Processes by CPU Usage

| Process Name – ID CPU Time

| scan32 – 9232 28.0 %

| store – 4612 3.2 %

| beremote – 1692 3.0 %

| W3PROXY – 5336 1.5 %

| WSPSRV – 5236 1.3 %

| Backup

| Result Last Occurrence

| Small Business Server Backup is not configured. To configure backup,  
| click the Backup snap-in in Server Management, and then click Configure  
| Backup. Not applicable

| Auto-started Services Not Running

| No data is available for this section. Ensure that the Windows  
| Management Instrumentation service is running.

| Critical Alerts

| Issue Last Occurrence Total Occurrences

| Process (store.exe) 6/20/2006 7:38 PM 1

| The store.exe process is allocating more memory than usual.

| Check to see if you are having problems with e-mail. If so, stop and then restart the Microsoft Exchange Information Store service.

| You can disable this alert or change its threshold by using the Change Alert Notifications task in the Server Management Monitoring and Reporting taskpad.

| Critical Errors in Application Log

| Source Event ID Last Occurrence Total Occurrences

| McAfee SpamKiller 2053 6/21/2006 4:01 AM 1

| An update failed with error fffff894.

| Source Event ID Last Occurrence Total Occurrences

| Microsoft Fax 32092 6/20/2006 3:15 PM 1

| The Fax service failed to receive a fax. From: . CallerId: . To: Beech Builders Ltd. Pages: 0. Device Name: U.S. Robotics V.92 Voice Win Int.

| Source Event ID Last Occurrence Total Occurrences

| MExchangeIS Public Store 2028 6/20/2006 2:04 PM 1

| The delivery of a message sent by public folder JUNK MAIL

| ARCHIVE88FA08D04A18E43D7A29DBA6CB0E4B6A017AF6 has failed. To:

| infod@xxxxxxxxxxxxxxxxxxxxx Cc: The non-delivery report has been deleted.

| For more information, click

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

Critical Errors in Directory Service Log

There were no critical events in the Directory Service Log in the last 24 hours.

Critical Errors in DNS Server Log

There were no critical events in the DNS Server Log in the last 24 hours.

Critical Errors in File Replication Service Log

There were no critical events in the File Replication Service Log in the last 24 hours.

Critical Errors in Security Log

There were no critical events in the Security Log in the last 24 hours.

Critical Errors in System Log

There were no critical events in the System Log in the last 24 hours.

| For an updated version of this report, visit the 4C Group Remote Web  
| Workplace. You can also use Terminal Services to connect to the server  
| and view the report in the Server Management Console.

| To get the latest news and updates about Windows Small Business Server,  
| and ask questions and collaborate with peers and experts, visit the  
| Windows Small Business Server Community Web site.

| "Crina Li" wrote:

| > Hi ArchangelG,

| >

| > Thank you for posting in SBS newsgroup.

| >

| > I am sorry for the delayed response due to weekend. Please understand  
| that

| > the newsgroups are staffed weekdays by Microsoft Support professionals  
| to

| > answer your systems and applications questions. Your understanding is

| > greatly appreciated!

| >

| > From your problem description, I understand this issue to be: the server

| > monitoring report gives no data when you try to view it. If I have

| > misunderstood your concerns, please do not hesitate to let me know.

| >

| > To troubleshoot this issue, please follow the below steps and let me  
| know

| > the result:

| >

| > 1. Please make sure no matter you access the Server Management console  
| or

| > view the report email, the reports are all empty.

| > 2. Rerun monitoring wizard with following steps:

| >

| > 1) Open Server Management console, navigate to 'Monitoring and  
| Reporting'

| > snap-in. In the right panel, click 'Set Up Monitoring Reports and  
| Alerts'.

| > 2) In the wizard, click 'Next' -> Select 'Reinstall monitoring

| > features' -> Select the options if you want to receive the report e-mails.

| > Check 'View the usage report in Server Management' option. If you want  
| to

| > receive the usage report e-mail, also check the option below -> Add the  
| users

| > which you allow them to view the usage report to the authorized

| > list -> Select the option if you want to receive the performance

| > alerts -> Click 'Finish' button to complete the configurations.

| > 3) After doing the above steps, the performance and usage data will be

| > reset. Please wait for 24 hours and then you will see the reports

Re: Server Performance Report – Memory in use – showing 'No data'

through

|> the Monitoring and Reporting console.

|>

|> 3. After above steps, please open the Scheduled Tasks and you will follow

|> below three tasks:

|>

|> Collect Server Performance Data

|> Collect Usage Data

|> Small Business Server – Server Status Report – Server Performance Report

|>

|> Please right click each and click run. Wait for couple of minutes and check

|> the monitoring snap-in in the server management again

|>

|> 4. Furthermore, please also check the Task Scheduler Service in the

|> Services console. Make sure it is started and set to automatic.

|>

|> If you have any questions or concerns related to this issue, please do let

|> me know.

|>

|> I appreciate your time and look forward to hearing from you.

|>

|> Best regards,

|>

|> Crina Li (MSFT)

|>

|> Microsoft CSS Online Newsgroup Support

|>

|> Get Secure! – [www.microsoft.com/security](http://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

|> 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

Re: Server Performance Report – Memory in use – showing 'No data'

|> 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.

|> -----

|> | From: "ArchangelG" <gabcilliers@xxxxxxxx>

|> | Newsgroups: microsoft.public.windows.server.sbs

|> | Subject: Server Performance Report – Memory in use – showing 'No data'

|> | Date: 16 Jun 2006 01:32:57 –0700

|> | Organization: <http://groups.google.com>

|> | Lines: 16

|> | Message-ID: <1150446777.889674.236250@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

|> | NNTP-Posting-Host: 82.163.232.250

|> | Mime-Version: 1.0

|> | Content-Type: text/plain; charset="iso-8859-1"

|> | X-Trace: posting.google.com 1150446783 3896 127.0.0.1 (16 Jun 2006

|> | 08:33:03 GMT)

|> | X-Complaints-To: groups-abuse@xxxxxxxx

|> | NNTP-Posting-Date: Fri, 16 Jun 2006 08:33:03 +0000 (UTC)

|> | User-Agent: G2/0.2

|> | X-HTTP-UserAgent: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-GB;

|> | rv:1.8.0.4) Gecko/20060508 Firefox/1.5.0.4,gzip(gfe),gzip(gfe)

|> | X-HTTP-Via: 1.1 4CGROUP-SBS

|> | Complaints-To: groups-abuse@xxxxxxxx

|> | Injection-Info: c74g2000cwc.googlegroups.com;

posting-host=82.163.232.250;

|> | posting-account=ZmnaLg0AAADHDu72ONdKo8UI0sZVNsYJ

|> | Path:

|>

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!msrtrans!m

|>

srn-in!newshub.sdsu.edu!postnews.google.com!c74g2000cwc.googlegroups.com!not

|> -for-mail

|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:275584

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

|>

|> | Hi,

|>

|> | My Server Performance Report from SBS 2003 continuously shows 'No

|> | data'. I'm not sure how to troubleshoot this, could someone help

Re: Server Performance Report – Memory in use – showing 'No data'

|> | please?  
|> |  
|> | I had to reload SBS after a fatal failure in the begining of the year  
|> | and since then haven't been able to get any memory usage stats. I've  
|> | just recently doubled the memory in my server, I'm now running with 4G  
|> | but I'm unable to report to the the Managing Director on whether this  
|> | 'expense' is worth the money the company's paid. (I know it is, but I  
|> | need the numbers to prove it)  
|> |  
|> | Thanks  
|> | ArchangelG  
|> |  
|> |  
|  
|