

# RE: ISA 2004 REPORT FAILURE

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg01071.html>

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- *From:* Chris <[Chris@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Chris@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 7 Sep 2006 16:37:02 -0700
- 

Thanks for the quick response  
re first items 1 – 6 yes pretty much correct  
when I change the monitoring method  
text or MSDE I can generate all reports  
using either method, but overnight the  
report fails.

the only thing running over night is Backup Exec  
which backs up from the file server where it  
is installed. It backs up the whole  
small business server and the exchange  
by remote agent

Once the report fails to print, I have the  
stated problem and need to change the  
monitoring method to either text or MSDE to  
enable me to produce a report.

I have check the disk space which is fine  
c: 25 gig 13.5 gig free  
d: 42 gig 29.4 gig free  
e: 135 gig 131 gig free

Checked permissions on the ISALogs and ISASummaries  
both had administrator permissions (which I use to publish report)  
but neither had network services it has

Account Unknowns (S-1-5-32-547)  
Administrator  
CREATOR OWNER  
SYSTEM  
TERMINAL SERVER USER  
Users

I have added the NETWORK SERVICES with the correct permissions  
for both directories, but the reports still fail

Just a quick update as I have not been able to

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schedule some quiet time for step 3 yet, but  
though I'd give you a quick update on progress

thanks again for the info, very very much appreciated

Chris

""Crina Li"" wrote:

Hi Chris,

From your description, do you mean you are doing as following?

1. Open ISA 2004 console and then click Monitoring.
2. Click Reports tab and then click Create and Configure Report Jobs.
3. Click Add and then type the name in the New Report Job wizard.
4. Select Daily on Report Job Schedule page and then click Next.
5. Finish the wizard.
6. You will receive report failure message. However if you reconfigure ISA logging from File to MSDE, it will work normally. And the next morning it will fail again.

As I know, this failure may occur by any one of the following possibilities:

1. The log summary configuration is invalid.
2. The log summaries can not be accessed.
3. The merged log summary cannot be created.

Before we perform the troubleshooting steps, please let me explain ISA Server 2004 reporting mechanism below:

The ISA Server reporting mechanism combines the summary logs from ISA Server computers into a database on each ISA Server computer. The database resides in a folder on the ISA Server computer; by default, in the ISASummaries folder. When a report is created, all relevant summary databases are combined into a single report database. The report is created, based on the combined summaries.

ISA Server reports are based on the Web Proxy and Microsoft Firewall service logs. At a specific time, the DailySum.exe application, which is installed with ISA Server, summarizes the log information listed above. DailySum.exe always runs by default on the ISA Server computer, whether or not you create or schedule reports.

Two log summaries are saved: one with a daily summary and one with a montly summary. At the beginning of each month, Dailysum.exe creates also a monthly summary that summarizes all the past month's daily summaries. At least thirty five daily summaries are saved, and at least thirteen monthly summaries are saved. You can configure how and where ISA Server saves log

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summaries.

To generate a report, ISA Server runs the ISAREPGen.exe application, also installed with ISA Server.

Now, let us perform the following steps:

Step 1: Check disk space

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Please check if there is enough disk space on the ISA Server computer generating the report.

Step 2: Check the permission settings on the log folder and summary folder

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Please make sure Administrators, Network Service and System have the Full Control on the Log folder and the Summary folder. By default, the folders are C:\Program Files\Microsoft ISA Server\ISALogs and C:\Program Files\Microsoft ISA Server\ISASummaries. If you have changed the default folders, please check them.

Step 3: Delete the corrupted logs and summaries

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1. Schedule a down time.
2. Open ISA Management, click Firewall Policy in the left pane, click Services tab in the middle pane, and then stop the following services:

Microsoft Firewall  
Microsoft Data Engine  
Microsoft ISA Server Job Scheduler

3. Open Windows Explorer, point to C:\Program Files\Microsoft ISA Server\ISALogs, backup and then delete all files in this folder.
4. Point to C:\Program Files\Microsoft ISA Server\ISASummaries, backup and then delete all files in this folder.
5. Switch to Services tab, and then start all ISA services.
6. Reconfigure Log Summary:

- 1) In ISA Server Management, click Monitoring.
- 2) In the details pane, click the Reports tab.
- 3) On the Tasks tab, click Configure Log Summary.
- 4) On the Log Summaries tab, make sure you have selected the "Enable daily and monthly summaries" check box, check other settings on this page, and then click OK.

If the issue still occurs, please help me collect the detailed errors you received.

More information:

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838241 How to configure logging in ISA Server 2004  
<http://support.microsoft.com/default.aspx?scid=kb:EN-US:838241>

867483 How to configure networks in ISA Server 2004  
<http://support.microsoft.com/?id=867483>

What's New and Improved in ISA Server 2004  
<http://www.microsoft.com/isaserver/evaluation/whatsnew.asp>

ISA Server 2004 Performance Best Practices  
<http://www.microsoft.com/technet/prodtechnol/isa/2004/performancebestpractices.mspx>

ISA Server 2004 Quick Start Guide  
[http://download.microsoft.com/download/3/7/b/37b0cbc4-e578-4082-a779-de4fbe876f06/ISA2004SE\\_quickstartguide-Rev%201%2003.doc](http://download.microsoft.com/download/3/7/b/37b0cbc4-e578-4082-a779-de4fbe876f06/ISA2004SE_quickstartguide-Rev%201%2003.doc)

ISA Server 2004 ISA Server 2004 Configuration Guide  
[http://download.microsoft.com/download/3/7/b/37b0cbc4-e578-4082-a779-de4fbe876f06/ISA2004SE\\_configguide-Rev%201%2003.doc](http://download.microsoft.com/download/3/7/b/37b0cbc4-e578-4082-a779-de4fbe876f06/ISA2004SE_configguide-Rev%201%2003.doc)

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)

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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

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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: ISA 2004 REPORT FAILURE  
| thread-index: AcbSCAt0uJjztVmtRm+Bg+vyhIOvsQ==  
| X-WBNR-Posting-Host: 165.228.6.71  
| From: =?Utf-8?B?Q2hyaXM=? <Chris@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: ISA 2004 REPORT FAILURE  
| Date: Wed, 6 Sep 2006 15:59:02 -0700  
| Lines: 15  
| Message-ID: <FF4294D7-2EF1-40CA-81FA-E9CB39034A78@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 V6.00.3790.1830  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGXA01.phx.gbl  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:295737  
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| receive the following report failure message  
| Description: The report, "DAILY", could not be created. Use the source  
| location 1200.441.4.0.2165.594 to report the failure.  
| The failure is due to error: General access denied error  
| With an Application Event ID 21023  
| When I reconfigure the ISA logging setting from File to MSDE  
| or MSDE or File the report generate ok until the next morning  
| when the daily report fails.

| I have tried to re create the reports with local destinations and network  
| destinations and different user names. I have check permissions on  
| the destination publishing directory and ISALog directory all seems fine  
|  
| not sure what else to check.  
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