

Re: IIS Stopped working properly.

## Re: IIS Stopped working properly.

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-10/msg03822.html>

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- *From:* [v-crinal@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-crinal@xxxxxxxxxxxxxxxxxxxxxxxx) ("Crina Li")
  - *Date:* Thu, 19 Oct 2006 07:00:28 GMT
- 

Hi Fernando,

Thanks for your update.

From current situation, please try to rerun CEICW to see how thing goes.

If it does not work, the best way should be restoring the IIS settings from the backup. If you do not have backup, you may need to back up your server and then follow KB article 887305 to reinstall IIS:

887305 How to reinstall Internet Information Services 6.0 in Windows Small  
<http://support.microsoft.com/?id=887305>

This can restore your Web sites without reinstalling your SBS 2003 server.

Additional information:

Backing Up and Restoring Windows Small Business Server 2003  
<http://www.microsoft.com/technet/prodtechnol/sbs/2003/maintain/bkuprstr.mspx>

Also, reinstalling SBS IIS needs special care and only could be assisted at our CSS service.

Related information:

829114 How to remove and how to install the Windows Small Business Server 2003  
<http://support.microsoft.com/?id=829114>

829112 How to back up and restore <http://companyweb> data in Windows Small  
<http://support.microsoft.com/?id=829112>

829113 How to restore a Windows SharePoint Services CompanyWeb database after  
<http://support.microsoft.com/?id=829113>

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Thanks for your time and I look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

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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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| Date: Wed, 18 Oct 2006 16:32:43 +0100  
| From: Fernando Morais <fernando.morais@xxxxxxx>  
| User-Agent: Thunderbird 1.5.0.7 (Windows/20060909)  
| MIME-Version: 1.0  
| Subject: Re: IIS Stopped working properly.  
| References: <O6Vkr9h8GHA.4776@xxxxxxxxxxxxxxxxxxxxxx>  
<S7B6GYp8GHA.1864@xxxxxxxxxxxxxxxxxxxxxx>  
| In-Reply-To: <S7B6GYp8GHA.1864@xxxxxxxxxxxxxxxxxxxxxx>  
| Content-Type: text/plain; charset=ISO-8859-15; format=flowed  
| Content-Transfer-Encoding: 7bit  
| Message-ID: <utfkqqs8GHA.5092@xxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: 195-23-23-130.net.novis.pt 195.23.23.130  
| Lines: 1

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| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl  
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:305978  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi Crina,

| I've tried those stop/start commands in both IISADMIN and W3SVC and  
| all i got is this message:

| The requested pause, continue, or stop is not valid for this service.

| So i manually killed the processes and made them start. That didn't  
| changed anything.

| Responding to the questions:

| 1. The Default web site all the other ones, companyweb and so on are  
| stopped. Also all the application pools.

| 2. I receive that error when i try to start any application pool or any  
| of the web sites.

| 3. No i can't start the default web site.

| 4. Yes, FTP is the only thing i can star/stop inside the IIS admin  
| console.

| 5.I tried the step of collection information, but it doesn't produce any  
| logs.

| For example inside the W3SVC1 folder that corresponds to the default web  
| site the last log file there is from 2 days ago.

| Thank you for the help.

| Best Regards,  
| Fernando

| Crina Li wrote:

| > Hi Fernando,

| >

| > Thank you for posting in SBS newsgroup.

| >

| > From the description, I understand the issue to be: You receive "The  
| > service did not respond to the start or control request in a timely  
| > fashion" when you start IIS. If I have misunderstood your concerns,  
| please

| > do not hesitate to let me know.

| >

| > For the question, if you meet "The service did not respond to the start  
| or

| > control request in a timely fashio', I just suspect if W3SVC(World Wide

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|> Publishing Service) is terminated at that time. Please check system log in

|> event viewer to see if there are some W3SVC and IISAdmin related error or

|> warning messages. If it does terminate, there may be a potential service

|> process crash. We have to check event log to verify this.

|>

|> Another is if you cannot start W3SVC service in Services mmc, it may be caused by a bug filed in the following article.

|>

|> You receive an "Error 1053: The service did not respond to the start or control request in a timely fashion" error message when a service that uses

|> the Local System account tries to start on a Windows Server 2003-based computer

|> <http://support.microsoft.com/?id=886695>

|>

|> Also you can try the following command to see if it helps:

|>

|> NET STOP IISADMIN

|> NET START IISADMIN

|> NET STOP W3SVC

|> NET START W3SVC

|>

|> IISRESET /stop

|> IISRESET /start

|>

|> If the issue still occurs, please help me collect the following information:

|>

|> 1. Do you mean the IIS server is disconnected or Default Web Site is stopped?

|> 2. What operation you done when you receive the error?

|> 3. Can you start the Default Web Site in IIS?

|> 4. Do you mean FTP works normally?

|> 5. you can find the IIS log as following:

|>

|> 1) Open IIS MMC, right click the problematic web site and then click Properties.

|> 2) Click Web Site tab and then check Enable logging.

|> 3) With "W3C Extended Log File Format", click "Properties".

|> 4) Under General tab, make sure "Use local time for file naming and rollover" is CHECKED.

|> 5) Click Advanced tab, and then select to enable All the logging Options.

|> 6) Click OK twice to apply the modification.

|> 7) Rename the existing IIS log files under C:\WINDOWS\system32\LogFiles.

|> 8) Reproduce the problem.

|> 9) Go to the following folder: C:\WINDOWS\system32\LogFiles.

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|>  
|> Related information:  
|>  
|> 243008 IIS 5.0 Does Not Start if Client for Microsoft Networks Is  
|> Uninstalled  
|> <http://support.microsoft.com/?id=243008>  
|>  
|> 278416 Error Message: Could Not Start the (WWW, FTP, SMTP, and NNTP)  
|> Service on  
|> <http://support.microsoft.com/?id=278416>  
|>  
|> 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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|>  
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|> =====  
|>  
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rights.  
|> -----  
|> | Date: Tue, 17 Oct 2006 20:06:12 +0100  
|> | From: Fernando Morais <fernando.morais@xxxxxxx>  
|> | User-Agent: Thunderbird 1.5.0.7 (Windows/20060909)  
|> | MIME-Version: 1.0  
|> | Subject: IIS Stopped working properly.  
|> | Content-Type: text/plain; charset=ISO-8859-15; format=flowed  
|> | Content-Transfer-Encoding: 7bit  
|> | Message-ID: <O6Vkr9h8GHA.4776@xxxxxxxxxxxxxxxxxxxxxx>  
|> | Newsgroups: microsoft.public.windows.server.sbs  
|> | NNTP-Posting-Host: static-b5-253-94.telepac.pt 82.154.253.94  
|> | Lines: 1  
|> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl  
|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:305740  
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs  
|> |  
|> | Hello,  
|> |  
|> | I have this problem on a SBS 2003 Premium server, the ISS for no  
reason  
|> | stopped working properly. The only service managed by him that is  
|> | working is the FTP. All other things are stopped, the websites,  
pools,  
|> | and so on.  
|> | Thing is i can't get any clue on the messages has in event viewer i  
|> | don't get any error, i only get a popup message sayin the service  
didn't  
|> | started on a timely fashion when i try to start it. I've restarted  
the  
|> | machine and i got the same problem.  
|> | Where can i start looking? Is there any tool or place where i can get  
a  
|> | detailed log of what is happening?  
|> |  
|> | Thank you.  
|> |  
|> |  
|