

# Re: Workstations are going offline! Help!

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg03743.html>

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- *From:* "catphishum" <[catphishum@xxxxxxxx](mailto:catphishum@xxxxxxxx)>
  - *Date:* 21 Dec 2006 12:28:23 -0800
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Hi Dave – Yup, things are back to normal. It is the strangest thing I think I have ever seen. IIS did recover. Otherwise company web or OWA wouldn't work, right? They are working fine.

I'll definitely keep an eye out for these machines and look at the AV too.

I ran RSOP & the minimum password age is 0 & the maximum password is 0 age. Doesn't that mean that they never expire? Basically, when the user logged on, it would say – User is required to change password after first logon, then bring up a change password box. It did this for everyone but administrator.....

I really appreciate all of your help with these issues.

Dave Nickason [SBS MVP] wrote:

So is everything working normally now? Did IIS recover (or at least services started when you asked them to) and is it now working?

This is what I would do: keep an eye on those workstations to make sure nothing is going on that shouldn't be. Particularly that all services are running that should be. If you run into any future weirdness, troubleshoot that. I'd start with Symantec, because AV is often behind strange behavior, and because I always look at 3rd party stuff first. (The reason for this is that we all run Windows, Office, and lots of other Microsoft apps and services, so if a problem is caused by an MS app, it's often common enough that the cause is immediately obvious). Any service that crashes should generate a log entry, as should any service that tries to start and fails. Event logs are the first place to go for troubleshooting services for that reason.

As for the password thing, it would be nice to know why that happened. From your workstation, do Start -> Run -> rsop.msc. This will run a Resultant Set of Policy that will tell all the group policies applied to your user account on that machine. Navigate through Computer Configuration -> Windows Settings -> Security Settings and click Password Policy. Hopefully the

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Maximum Password Age entry will tell you what happened.

Hopefully that IIS thing was a fluke, but if it's not working and a service won't start, or if you're seeing any symptoms, please check your event logs and post back what you see there.

"catphishum" <catphishum@xxxxxxxx> wrote in message  
news:1166716268.879017.55830@xx

Okay – Day 2.

I come in this morning & all three workstations have been magically placed into a state where they are able to be a part of the network again. No errors on startup, no offline icons, synchronizing is working, audio is back, etc.

BUT!!!!!!!!!!!!!! every user in the network received a message that they must create a new password after first login and were forced to create new passwords. This is strange because I have not enforced a password policy on the network as of yet. So, I trot to the server closet & go to login & I get an immediate application error of IIS Worker Process failing. So, I look in the event logs & at about 10PM last night, the error – Faulting application w3wp.exe, version 6.0.3790.1830, faulting module ntdll.dll, version 5.2.3790.1830, fault address 0x000224b2. – There are no other errors in the application or system logs.

I don't know what in the world is going on!

I am of course happy that these workstations are mysteriously online again, but what happens when they go biserk again?

stephen wrote:

Dave Nickason [SBS MVP] wrote:

Brian – please stop changing settings experimentally. Hopefully you've noted anything you're doing with NIC drivers, etc. so you can undo it. Presumably you have identically or very similarly configured workstations, of which most work. And, you can ping, so it's unlikely to be a NIC thing.

With a dozen or more services not starting,

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you've got a problem that's unrelated to drivers or group policy settings. Again, remember group policy is applying to the working PCs too, so if it were group policies, nothing would work.

Dave,

I have the same nic as Brian's workstations in my laptop and I've seen the exact same symptoms as far as losing access to shares goes (Broadcom NetXtreme). When offline files are in use and you are offline (but still connected to the network) access to shares and printers disappears even though other TCP/IP things like ping still work. This is probably designed behaviour.

The root problem is why your PC goes offline in the first place, and the problem "You experience intermittent communication failure between computers that are running Windows XP or Windows Server 2003" addressed in <http://support.microsoft.com/?kbid=904946> may be the reason why an offline state is detected at all.

The solution given is to disable checksum offloading by modifying a registry parameter. This can also be done in the nic driver settings, and touch wood, it seems to have done the trick for me.

Granted, I don't have a whole slew of failed services on my laptop, but I did experience the other behaviour. Maybe Brian's problem is different, may be he has more than one problem, but you cannot rule out nic issues given the behaviour I have described and the MS KB.

— stephen

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