

Re: SBS 2003 Server Usage Report

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-12/msg04059.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Mon, 25 Dec 2006 09:11:20 GMT
-

Hello Phil,

Thank you for kind update. And I'm glad to hear that Monitoring are working correctly for you now.

Based on my test, the default layout of Usage Report is a little different between SBS 2003 and SBS 2003 SP1.

I suggest you configure the layout of the report by the wizard, it may let you change the layout of the report as your request. And you do not need to reinstall SP1 again.

- a. Please extend the Monitoring and Reporting in Server Management
- b. Click Set Up Monitoring Reports and alerts, then go through the wizard to configure the report layout.
- c. Click Change Server Status report Settings, you can Add or Edit the usage report here.

Please do not hesitate to let me know if there's anything else I can do for you.

Hope info above will give you some help.

Thanks and Merry Christmas!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – 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

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newsgroups so that they can be resolved in an efficient and timely manner.
You can locate the newsgroup here:

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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.

| From: "pben31" <vti@xxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: Re: SBS 2003 Server Usage Report
| Date: 22 Dec 2006 09:26:09 -0800
| Organization: <http://groups.google.com>
| Lines: 353
| Message-ID: <1166808369.613319.74340@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <1166457950.181545.162770@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| <1166543532.130993.19150@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| <epcfwECJHHA.2080@xxxxxxxxxxxxxxxxxxxxxxxx>
| NNTP-Posting-Host: 82.33.148.50
| Mime-Version: 1.0
| Content-Type: text/plain; charset="us-ascii"
| X-Trace: posting.google.com 1166808375 13809 127.0.0.1 (22 Dec 2006
17:26:15 GMT)
| X-Complaints-To: groups-abuse@xxxxxxxxxx
| NNTP-Posting-Date: Fri, 22 Dec 2006 17:26:15 +0000 (UTC)
| In-Reply-To: <epcfwECJHHA.2080@xxxxxxxxxxxxxxxxxxxxxxxx>
| User-Agent: G2/1.0
| X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; .NET
CLR 2.0.50727; .NET CLR 1.1.4322),gzip(gfe),gzip(gfe)
| Complaints-To: groups-abuse@xxxxxxxxxx
| Injection-Info: 80g2000cwy.googlegroups.com; posting-host=82.33.148.50;
| posting-account=-E2w7g0AAACUkC_Fi-Lnl8sddwslF64x
| Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!TK2MSFTFE
EDS01.phx.gbl!newsfeed00.sul.t-online.de!t-online.de!border2.nntp.dca.gigane

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ws.com!border1.nntp.dca.giganews.com!nntp.giganews.com!postnews.google.com!8
0g2000cwy.googlegroups.com!not-for-mail

| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:6159

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

| Hi Terence,

| Thanks you for your email and help so far.

| After the full reinstall, it seems to have worked.

| The only issue is that it has now reverted to the Pre SP1 version of
| Monitoring. (You can tell because post SP1 the layout and the fields
| included are different)

| Should I leave it as it is or reinstall SP1 ? What impact would this
| have on other parts of SBS ?

| Thanks

| Phil

| Terence Liu [MSFT] wrote:

| > Hello Phil,

| >

| > I am currently standing by for an update from you and would like to know

| > how things are going on your end. If you have any questions or concerns

on

| > the recent information I've provided you, please don't hesitate to let

me

| > know.

| >

| > Best regards,

| >

| > Terence Liu(MSFT)

| >

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| >

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> Any input or comments in this thread are highly appreciated.

> =====

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>

> -----

> | From: "pben31" <vti@xxxxxxxxxxxxxxxx>

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

> | Subject: Re: SBS 2003 Server Usage Report

> | Date: 19 Dec 2006 07:52:12 -0800

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

> | Lines: 230

> | Message-ID: <1166543532.130993.19150@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

> | References: <1166457950.181545.162770@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

> | <hTS4XY1IHH4.4020@xxxxxxxxxxxxxxxxxxxxxxxx>

> | NNTP-Posting-Host: 193.192.76.231

> | Mime-Version: 1.0

> | Content-Type: text/plain; charset="us-ascii"

> | X-Trace: posting.google.com 1166543537 5952 127.0.0.1 (19 Dec 2006

> | 15:52:17 GMT)

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

> | NNTP-Posting-Date: Tue, 19 Dec 2006 15:52:17 +0000 (UTC)

> | In-Reply-To: <hTS4XY1IHH4.4020@xxxxxxxxxxxxxxxxxxxxxxxx>

> | User-Agent: G2/1.0

> | X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1;

..NET

> | CLR 1.1.4322; .NET CLR 2.0.50727),gzip(gfe),gzip(gfe)

> | X-HTTP-Via: 1.1 FS1

> | Complaints-To: groups-abuse@xxxxxxxx

> | Injection-Info: i12g2000cwa.googlegroups.com;

posting-host=193.192.76.231;

> | posting-account=-E2w7g0AAACUkC_Fi-Lnl8sddwsIF64x

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Re: SBS 2003 Server Usage Report

|> | Path:
|>
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!newsfeed.
|>
cw.net!cw.net!news-FFM2.ecrc.de!news.glorb.com!postnews.google.com!i12g2000c
|> | wa.googlegroups.com!not-for-mail
|> | Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:5330
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> |
|> | Thanks Terence.
|> |
|> | I will have a go a complete reinstall of the monitoring compontens and
|> | the sql db and will post the results.
|> |
|> | Thanks for your help
|> |
|> | Phil
|> |
|> |
|> | Terence Liu [MSFT] wrote:
|> |> Hello Phil,
|> |>
|> |> Thank you for posting here.
|> |>
|> |> According to your description, I understand that your SBS 2003
Server
|> Usage
|> |> Report give out less External Recipients number. If I have
misunderstood
|> |> the problem, please don't hesitate to let me know.
|> |>
|> |> First, we have to ensure the mail number send to external side. I
|> suggest
|> |> you to use Message Tracking Center, ensure the mails are already
|> outbound.
|> |>
|> |> 1. Start Exchange System Manager.
|> |> 2. In the console tree, expand Tools, and then click Message
Tracking
|> |> Center.
|> |> 3. In the Server box, type the name of the server that is running
|> Exchange
|> |> 2000 Server or Exchange Server 2003.
|> |>
|> |> To see an available server, follow these steps:
|> |> a. Expand the Message Tracking Center node in Exchange System
Manager.
|> |> b. Type a server name in the Server box, and then click Find Now.
|> |>
|> |> If the outbound mail number is really more than 0, I suggest we try

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the

|> |> following steps to see if we can resolve this issue:

|> |>

|> |> Step 1. Completely reinstall the monitoring component.

|> |>

|> |> Since you've already tried reinstalling the monitoring and the problem

|> |> persists, please follow these steps to completely reinstall it again.

|> |>

|> |> – Uninstall the SBS Monitoring component

|> |>

|> |> 1. Click Start, click Control Panel, and then click Add or Remove Programs.

|> |> 2. Select Windows Small Business Server 2003 and then click Change/Remove.

|> |> The Setup Wizard appears.

|> |> 3. Click Next to start the wizard.

|> |> 4. On the Windows Configuration page, click Next.

|> |> 5. On the Component Selection page, in the Action column, change Server

|> |> Tools to Maintenance, change Monitoring component to Remove, and then

|> click

|> |> Next.

|> |> 6. On the Component Summary page, click Next.

|> |> 7. Click Finish.

|> |>

|> |> – Uninstall Microsoft SQL Server Desktop Engine (SBSMONITORING)

|> |>

|> |> In Add or Remove Programs, select Microsoft SQL Server Desktop Engine

|> |> (SBSMONITORING) and then click Remove. A dialog box appears. To confirm

|> |> that

|> |> you want to remove, click Yes.

|> |>

|> |> – Delete Registry Keys

|> |>

|> |> 1. Delete

|> |> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Monitoring

|> |> 2. Delete

|> |> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SBSMONITORING

|> |>

|> |> – Delete IIS Virtual Directory

|> |>

|> |> 1. Open IIS, expand servername, Web Sites, Default Web Site 2.

Delete

|> |> Monitoring

|> |>

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|> |> – Rename Folders
|> |>
|> |> 1. Rename C:\Program Files\Microsoft SQL Server\MSSQL\$SBSMONITORING
to
|> |> MSSQL\$SBSMONITORING.OLD 2. Rename c:\inetpub\monitoring to
|> monitoring.old
|> |>
|> |> – Install the Monitoring component
|> |>
|> |> 1. In Add or Remove Programs, select Windows Small Business Server
2003
|> and
|> |> then click Change/Remove. The Setup Wizard appears.
|> |> 2. Click Next.
|> |> 3. On the Windows Configuration page, click Next.
|> |> 4. On the Component Selection page, in the Action column, change
Server
|> |> Tools to Maintenance, change Monitoring component to Install, and
then
|> |> click
|> |> Next.
|> |> 5. On the Logon Information page, click Next.
|> |> 6. On the Component Summary page, click Next.
|> |> 7. Click Finish.
|> |>
|> |> Step 2.
|> |>
|> |> If the problem persists, please follow the steps below to install
SQL
|> MSDE
|> |> 2000 SP4.
|> |>
|> |> 1. Download the package:
|> |>
|> |> SQL2000.MSDE–KB884525–SP4–x86–ENU
|> |>
<http://www.microsoft.com/downloads/info.aspx?na=46&p=6&SrcDisplayLang=en>
|> |>
&SrcCategoryId=&SrcFamilyId=8E2DFC8D–C20E–4446–99A9–B7F0213F8BC5&u=http%
|> |>
3a%2f%2fdownload.microsoft.com%2fdownload%2f1%2fb%2fd%2f1bdf5b78–584e–4d
|> |> e0–b36f–c44e06b0d2a3%2fSQL2000.MSDE–KB884525–SP4–x86–ENU.EXE
|> |>
|> |> 2. Double click the package and specify a folder for it to extract
files
|> |> (such as C:\SQLSP4).
|> |> 3. Open MCD prompt and go to C:\SQLSP4\MSDE.
|> |> 4. Run the following command to start setup:
|> |>
|> |> Setup /upgradesp sqlrun BLANKSAPWD=1 INSTANCENAME=SBSMonitoring
|> |> DISABLENETWORKPROTOCOLS=1 /L*v "C:\Program Files\Microsoft

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|> |> Integration\Windows Small Business Server
2003\Logs\Monitoring_MSDE.Log"
|> |> REBOOT=ReallySuppress /qn
|> |>
|> |> 5. After the setup, please check whether the problem persists.
|> |>
|> |> If the issue persists, please kindly help me collect some
information
|> for
|> |> further investigation:
|> |>
|> |> 1. The cnfgsvr.out file located in the "C:\Program Files\Microsoft
SQL
|> |> Server\MSSQL\$SBSMONITORING\Install" folder.
|> |>
|> |> 2. The files in the "C:\Program Files\Microsoft SQL
|> |> Server\MSSQL\$SBSMONITORING\Log" folder.
|> |>
|> |> 3. The sqlsp.log and the sqlstp.log in the %SystemRoot% folder.
|> |>
|> |> 4. The files in the "C:\Program Files\Microsoft Integration\Windows
|> Small
|> |> Business Server 2003\Logs" folder.
|> |>
|> |> 5. Please also run the MPSReport utility and send the output CAB
file
|> to me
|> |> at v-terliu@xxxxxxxxxxxxxxxx The MPSReport utility is available at:
|> |>
|>
[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9
15706/MPSRPT_NETWORK.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE)
|> |>
|> |> Hope these steps will give you some help.
|> |>
|> |> Thanks and have a nice day!
|> |>
|> |> Best regards,
|> |>
|> |> Terence Liu(MSFT)
|> |>
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|> |>
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|> |>
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|> |> -----
|> |> | From: "pben31" <vti@xxxxxxxxxxxxxxxxxxxx>
|> |> | Newsgroups: microsoft.public.windows.server.sbs
|> |> | Subject: SBS 2003 Server Usage Report
|> |> | Date: 18 Dec 2006 08:05:50 -0800
|> |> | Organization: <http://groups.google.com>
|> |> | Lines: 25
|> |> | Message-ID: <1166457950.181545.162770@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | NNTP-Posting-Host: 193.192.76.231
|> |> | Mime-Version: 1.0
|> |> | Content-Type: text/plain; charset="iso-8859-1"
|> |> | X-Trace: posting.google.com 1166457955 20038 127.0.0.1 (18 Dec 2006
|> |> | 16:05:55 GMT)
|> |> | X-Complaints-To: groups-abuse@xxxxxxxxxxx
|> |> | NNTP-Posting-Date: Mon, 18 Dec 2006 16:05:55 +0000 (UTC)

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|> |> | User-Agent: G2/1.0
|> |> | X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT
5.1;
|> |> | .NET
|> |> | CLR 1.1.4322; .NET CLR 2.0.50727),gzip(gfe),gzip(gfe)
|> |> | X-HTTP-Via: 1.1 FS1
|> |> | Complaints-To: groups-abuse@xxxxxxxxxx
|> |> | Injection-Info: 73g2000cwn.googlegroups.com;
|> |> | posting-host=193.192.76.231;
|> |> | posting-account=-E2w7g0AAACUkC_Fi-Lnl8sddwsIF64x
|> |> | Path:
|> |> |
|> |> |
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!msrtrans!
|> |> |
|> |> |
news-spur1.maxwell.syr.edu!news.maxwell.syr.edu!postnews.google.com!73g2000c
|> |> | wn.googlegroups.com!not-for-mail
|> |> | Xref: TK2MSFTNGHUB02.phx.gbl
microsoft.public.windows.server.sbs:5074
|> |> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |> |
|> |> | Hi Guys,
|> |> |
|> |> | I have tried on a number of forums and countless google searches,
but
|> |> | I
|> |> | cannot find a resolution to this problem...
|> |> |
|> |> | Basically since I installed SBS 2003 SP1 the layout of the server
|> |> | usage
|> |> | report has changed. Which is fine, I can live with that.
|> |> |
|> |> | But...the information in the reports is wrong.
|> |> |
|> |> | Most obvious is the External Recipients field, where it says that
i
|> |> | have sent 0 emails to external recipients in the last 14 days. I
know
|> |> | for a matter of fact that this is incorrect.
|> |> |
|> |> | According to the report, the most active user has only sent 8
external
|> |> | emails, again this is completely false.
|> |> |
|> |> | I have tried re-installing SBS Monitoring, but hasnt made a
|> |> | difference.
|> |> |
|> |> | Any suggestions would be gratefully received.
|> |> |
|> |> | Thanks

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|> |> |
|> |> | **Phil**
|> |> |
|> |> |
|> |
|> |
|
|
.