

RE: Server shutdown and restart itself...

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-02/msg04230.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Wed, 28 Feb 2007 04:17:23 GMT
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Hi Gureey,

Thanks for posting in our newsgroup.

From your description, I know that your SBS Server shut down and restart unexpectedly. If I am off-base, please don't hesitate to let me know.

Please take the following steps to narrow down this issue:

Step 1: The problem may be caused by the Sasser worm variants. Please update your Anti Virus Software to the latest signature and scan the system.

For more information, please refer to:

<http://securityresponse.symantec.com/avcenter/venc/data/w32.sasser.worm.html>

NOTE: This response contains a reference to a Third party World Wide Web site. You should know that Third party sites are not under the control of Microsoft. Accordingly, Microsoft can make no representation concerning the content of these sites. Microsoft is providing this information only as a convenience to you. This is to inform you that Microsoft has not tested any software or information found on these sites and therefore cannot make any representations regarding the quality, safety, or suitability of any software or information found there. There are inherent dangers in the use of any software found on the Internet, and Microsoft cautions you to make sure that you completely understand the risk before retrieving any software on the Internet.

Step 2: On a Microsoft Windows Server 2003-based domain controller, the memory usage may continue to increase, and therefore, you may have to periodically restart the server (the server should also reboot on itself – this is what you have encountered). If you use System Monitor to view the Local Security Authority Service (Lsass.exe) process, you see that the memory usage for the Lsass.exe process continues to grow. (To monitor this process, see the Process\Private Bytes and the Process\Virtual Bytes performance counters.)

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To resolve the issue, please contact Microsoft CSS to request the 829993 hot fix .

For more information, please refer to:
829993 Memory Leak Occurs in the Lsass.exe Process on a Windows Server
<http://support.microsoft.com/?id=829993>

Step 3: The problem may be caused by Symantec Enterprise Security Manager. The SESM client may kill the LSASS.EXE process and make the system restart.

To resolve the problem, please upgrade the SESM client to version 6.2.

For more information, please refer to
<http://www.symantec.com>

An access violation occurs in Lsass.exe and event IDs 1015 and 1000 are logged in the application log on a Windows Server 2003 domain controller
<http://support.microsoft.com/default.aspx?scid=kb:en-us:818080>

Your domain controller restarts unexpectedly, and the Application log reports event ID 1015 and event ID 1000 in Windows Server 2003
<http://support.microsoft.com/kb/886174/en-us>

If the problem still exists, please help me collect MPS Report for further research:

1. Download MPS report tool from:
http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE
2. Run the MPSRPT_SETUPPerf.exe on the server box.
3. Wait for 10~15 minutes.
4. Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Setup\Reports\cab\
5. Send the .cab file to v-robeli@xxxxxxxxxxxxxx with subject: 38092045-Server shutdown and restart itself.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues

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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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<
<Hello Friends,
<

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<we have server 2003 sbs as a domain controller. This server shutdown and
<restart unexpectedly with following two error message in event logs.
<
<Application popup: System Shutdown : The system is shutting down. Please
<save all work in progress and log off. Any unsaved changes will be lost.
<This shutdown was initiated by NT AUTHORITY\SYSTEM. Shutdown will begin
in
<48 seconds. Shutdown message: The system process
<'C:\WINDOWS\system32\lsass.exe' terminated unexpectedly with status code
<-1073741819. The system will now shut down and restart..
<
<
<
<The process winlogon.exe has initiated the restart of computer BLACK01 on
<behalf of user for the following reason: No title for this reason could
be
<found
< Reason Code: 0x50006
< Shutdown Type: restart
< Comment: The system process 'C:\WINDOWS\system32\lsass.exe' terminated
<unexpectedly with status code -1073741819. The system will now shut down
and
<restart.
< Do you have any idea why this happen. Kindly help me..
<
<Regards
<G.
<