

Re: Server Usage Report

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-03/msg03376.html>

- *From:* "Neil Jordan" <Neil.Jordan@xxxxxxxxxxxxx>
 - *Date:* Fri, 23 Mar 2007 11:05:57 -0000
-

Hi Robert

All the settings you have detailed below are as you specified them, so I have made no changes.

Neil

"Robert Li [MSFT]" <v-robli@xxxxxxxxxxxxxxxxxxxxx> wrote in message <news:MUMfzITbHHA.4088@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Hi Neil,

Thanks for updating.

I am sorry I made a mistake in my last post. I apologize for the inconvenience to you. Please check the following:

Note: Please backup the registry before you modify.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SBSMONITORING\tracking

(Default)

```
{6DC86044-0C71-11d3-9E18-00C04F79D434}
{E07FDDA4-5A21-11d2-9DAD-00C04F79D434}
{E07FDDA6-5A21-11d2-9DAD-00C04F79D434}
{E07FDDAD-5A21-11d2-9DAD-00C04F79D434}
```

All above strings have empty Value data.

For the

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Monitoring, I found most items are the same.

All the reports for the Outlook Web Access Activity are retrieved from %windir%\system32\LogFiles. Please also check the following settings:

Re: Server Usage Report

1. Under IIS– Default Website Properties, on the website tab, make sure that "ENABLE LOGGING" is Checked.

2. Next click on the Properties Tab under the "Enable Logging" section – Check the box for "Use Local time for file naming and rollover"

After this it would take some time for the server usage report to collect the data again and update it (assuming at least 24 hrs).

I am looking forward to hear from you.

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

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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=====

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<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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Re: Server Usage Report

<From: "Neil Jordan" <Neil.Jordan@xxxxxxxxxxxxxx>
<References: <#EplFogPHHA.1380@xxxxxxxxxxxxxxxxxxxxxx>
<iHjUUhrPHHA.2300@xxxxxxxxxxxxxxxxxxxxxx>
<e\$ZBpItPHHA.4280@xxxxxxxxxxxxxxxxxxxxxx>
<4axGk45PHHA.1112@xxxxxxxxxxxxxxxxxxxxxx>
<1H#3smVQHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>
<nICLyLHRHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>
<#HR#5rHRHHA.996@xxxxxxxxxxxxxxxxxxxxxx>
<WSIP80TRHHA.196@xxxxxxxxxxxxxxxxxxxxxx>
<2IUvhEsRHHA.1552@xxxxxxxxxxxxxxxxxxxxxx>
<sYa2ONeSHHA.2352@xxxxxxxxxxxxxxxxxxxxxx>
<OOXwcH0VHHA.4260@xxxxxxxxxxxxxxxxxxxxxx>
<I51Qt6aWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>
<OracHHbWHHA.4624@xxxxxxxxxxxxxxxxxxxxxx>
<vL8#1zmWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>
<u5VVObOWHHA.1120@xxxxxxxxxxxxxxxxxxxxxx>
<SuUYumzWHHA.2356@xxxxxxxxxxxxxxxxxxxxxx>
<#0Dwyp0WHHA.496@xxxxxxxxxxxxxxxxxxxxxx>
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<eDcuEtgaHHA.4396@xxxxxxxxxxxxxxxxxxxxxx>
<CvQJ9HuaHHA.4084@xxxxxxxxxxxxxxxxxxxxxx>
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<Date: Thu, 22 Mar 2007 09:22:41 -0000
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<Newsgroups: microsoft.public.windows.server.sbs
<NNTP-Posting-Host: 80.168.252.171
<Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:24539
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<Hi Robert.
<
<Made the log file location change, but that didn't cure it.
<
<With regard the registry, I found the
<HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL
Server\SBSMONITORING
<
<key, but can't see values/keys detailed below that.
<
<At that level I have:

Re: Server Usage Report

<
<(Default) value and the following keys:
<
<MSSQLServer
<
<Replication
<
<Setup
<
<SQLServerAgent
<
<Tracking
<
<
<With regard to:
<HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Monitoring
<
<I have
<
<LoggingLevel (2)
<
<MaxLogSize (5)
<
<MCWRun (1)
<
<MSDE_InstanceID (15)
<
<NumberDaysUsage (1)
<
<
<
<I do not have MSDE_Location, nor RunDredger
<
<
<
<Neil
<
<
<
<
<
<
<
<"Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:CvQJ9HuaHHA.4084@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
<> Hi Neil,
<>
<> Thanks for updating.
<>
<> I am sorry to know the problem still exists after reinstalling the
<> Monitoring component. I apologize for the inconvenience to you.
Although

Re: Server Usage Report

- ◇ Inn and I have tried our best, the problem cannot be resolved. The problem
- ◇ seems to be more complex and time consuming. Thanks for your understanding
- ◇ and patience.
- ◇
- ◇ I had a discussion with our engineers asked them for idea. The problem may
- ◇ be caused by the bad RRAS log. Please make the following changes in the
- ◇ RRAS logging and then check whether the usage report gives us the
- ◇ necessary
- ◇ details:
- ◇
- ◇ 1. Open the Routing and Remote Access Console.
- ◇ 2. Navigate to "Remote Access Logging".
- ◇ 3. Click on the "Local File" on the right pane and go to properties.
- ◇ 4. Click on Log File.
- ◇ 5. Change the location for the log.
- ◇ 6. Then we need to wait for 24 hours for the new usage report to get
- ◇ generated.
- ◇ 7. This will create a new log daily and allow us to further narrow down
- ◇ the
- ◇ issue if it is not resolved by making this change.
- ◇
- ◇ Then please check the following registry:
- ◇
- ◇ Note: Please backup the registry before you modify.
- ◇
- ◇ HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL
- ◇ Server\SBSMONITORING
- ◇ (Default)
- ◇ {6DC86044-0C71-11d3-9E18-00C04F79D434}
- ◇ {E07FDDA4-5A21-11d2-9DAD-00C04F79D434}
- ◇ {E07FDDA6-5A21-11d2-9DAD-00C04F79D434}
- ◇ {E07FDDAD-5A21-11d2-9DAD-00C04F79D434}
- ◇
- ◇ All above strings have empty Value data.
- ◇
- ◇ HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Monitoring
- ◇ LoggingLevel Base: Hoxadecimal Value data: 2
- ◇ MaxLogSize Base: Hoxadecimal Value data: 5
- ◇ MCWRun Base: Hoxadecimal Value data: 1
- ◇ MSDE_InstanceID Base: Hoxadecimal Value data: f
- ◇ MSDE_Location Value data: C:\Program Files\Microsoft SQL Server
- (This
- ◇ value may be different from yours)
- ◇ RunDredger Base: Hoxadecimal Value data:0
- ◇
- ◇ Then please monitoring the server and see if the problem can be
- resolved.
- ◇

Re: Server Usage Report

◇ I am looking forward to hear from you.
◇
◇ 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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◇
◇ Any input or comments in this thread are highly appreciated.
◇
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◇
◇ -----
◇ <From: "Neil Jordan" <Neil.Jordan@xxxxxxxxxxxxxx>
◇ <References: <#EplFogPHHA.1380@xxxxxxxxxxxxxxxxxxxxxx>

Re: Server Usage Report

<iHjUUhRPHHA.2300@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<e\$ZBpItPHHA.4280@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<4axGk45PHHA.1112@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<1H#3smVQHHA.4032@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<nICLyLHRHHA.4032@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<#HR#5rHRHHA.996@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<WSIP80TRHHA.196@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<2IUVhEsRHHA.1552@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<sYa2ONeSHHA.2352@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<O0XwcH0VHHA.4260@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<151Qt6aWHHA.4020@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<OracHHbWHHA.4624@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<vL8#1zmWHHA.4020@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<u5VVOboWHHA.1120@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<SuUYumzWHHA.2356@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<#0Dwyp0WHHA.496@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<PzEDcO#WHHA.1108@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<OFAu5YWYHHA.4440@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<6Qr2jLXYHHA.540@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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<X-Newsreader: Microsoft Outlook Express 6.00.2900.3028
<X-RFC2646: Format=Flowed; Original
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3028
<Message-ID: <eDcuEtgaHHA.4396@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<Newsgroups: microsoft.public.windows.server.sbs
<NNTP-Posting-Host: 80.168.252.171
<Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:23726
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<<
<Finished the re-installation, but still doesn't appear in the logs.
<<
<Neil
<<
<<
<<"Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:6Qr2jLXYHHA.540@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
<< Hi Neil,
<<
<< Thanks for updating.
<<
<< I took the steps to uninstall the SBS Monitoring component and that
< worked
<< successfully. It's expected behavior that some registries and
virtual
<< directory don't not exist, because the configurations are different

Re: Server Usage Report

◇ ◇ between
◇ ◇ you server and my test machine. Please take you time to reinstall
the
◇ ◇ Monitoring component. Then keep monitoring the server to see if the
◇ ◇ issue
◇ ◇ will reoccur.
◇ ◇
◇ ◇ Thanks again for your time and cooperation.
◇ ◇
◇ ◇ 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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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.

Re: Server Usage Report

<> Please

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<>

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<> <References: <#EplFogPHHA.1380@xxxxxxxxxxxxxxxxxxxxxx>

<> <iHjUUhrPHHA.2300@xxxxxxxxxxxxxxxxxxxxxx>

<> <e\$ZBpItPHHA.4280@xxxxxxxxxxxxxxxxxxxxxx>

<> <4axGk45PHHA.1112@xxxxxxxxxxxxxxxxxxxxxx>

<> <1H#3smVQHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>

<> <nICLyLHRHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>

<> <#HR#5rHRHHA.996@xxxxxxxxxxxxxxxxxxxxxx>

<> <WSIP80TRHHA.196@xxxxxxxxxxxxxxxxxxxxxx>

<> <2IUvhEsRHHA.1552@xxxxxxxxxxxxxxxxxxxxxx>

<> <sYa2ONeSHHA.2352@xxxxxxxxxxxxxxxxxxxxxx>

<> <O0XwcH0VHHA.4260@xxxxxxxxxxxxxxxxxxxxxx>

<> <I51Qt6aWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>

<> <OracHHbWHHA.4624@xxxxxxxxxxxxxxxxxxxxxx>

<> <vL8#1zmWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>

<> <u5VVObOWHHA.1120@xxxxxxxxxxxxxxxxxxxxxx>

<> <SuUYumzWHHA.2356@xxxxxxxxxxxxxxxxxxxxxx>

<> <#0Dwyp0WHHA.496@xxxxxxxxxxxxxxxxxxxxxx>

<> <PzEDcO#WHHA.1108@xxxxxxxxxxxxxxxxxxxxxx>

<> <Subject: Re: Server Usage Report

<> <Date: Thu, 8 Mar 2007 09:43:25 -0000

<> <Lines: 1101

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<> <X-MSMail-Priority: Normal

<> <X-Newsreader: Microsoft Outlook Express 6.00.2900.3028

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

<> <NNTP-Posting-Host: 80.168.252.171

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<> <Xref: TK2MSFTNGHUB02.phx.gbl

microsoft.public.windows.server.sbs:21673

<> <X-Tomcat-NG: microsoft.public.windows.server.sbs

<> <

<> <Hi

<> <

<> <Getting there slowly.

Re: Server Usage Report

<<<
<<< I have removed the Monitoring Component, but had to reboot after
and
<<< before
<<< the items below which might explain some of the differences.
<<< I have completed the items below successfully:
<<< Deleted the first Registry key, the second didn't exist
<<< The Monitoring site in IIS wasn't there.
<<< Renamed the MSSQL\$SBSMONITORING – had to stop it in the SQL server
<<< first
<<< though
<<< inetpub\monitoring didn't exist
<<< Now I am waiting to get an opportunity to reboot again.
<<<
<<< However I have to say that I will be unlikely to want to run the
CEICW
<<< given
<<< all the problems I have had with it in the past!
<<<
<<< Neil
<<<
<<<
<<< "Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
<<< news:PzEDcO%23WHHA.1108@xxxxxxxxxxxxxxxxxxxxxxxxxx
<<<< Hi Neil,
<<<<
<<<< Thanks for updating.
<<<<
<<<< Since you have no option to reinstall Monitoring component,
please
<<< take
<<<< the
<<<< following steps:
<<<<
<<<< 1. 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.

Re: Server Usage Report

◇ ◇ ◇

◇ ◇ ◇ 2. Delete Registry Keys

◇ ◇ ◇

◇ ◇ ◇ 1) Delete

◇ ◇ ◇

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Monitoring

◇ ◇ ◇ 2) Delete HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL

◇ ◇ ◇ Server\SBSMONITORING

◇ ◇ ◇

◇ ◇ ◇ 3. Delete IIS Virtual Directory

◇ ◇ ◇

◇ ◇ ◇ 1) Open IIS, expand servername, Web Sites, Default Web Site

◇ ◇ ◇ 2) Delete Monitoring

◇ ◇ ◇

◇ ◇ ◇ 4. Rename Folders

◇ ◇ ◇

◇ ◇ ◇ 1) Rename C:\Program Files\Microsoft SQL

Server\MSSQL\$SBSMONITORING

◇ to

◇ ◇ ◇ MSSQL\$SBSMONITORING.OLD

◇ ◇ ◇ 2) Rename C:\inetpub\monitoring to monitoring.old

◇ ◇ ◇

◇ ◇ ◇ 5. Reboot the server, and 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.

◇ ◇ ◇

◇ ◇ ◇ 6. Let's re-run the CEICW as well.

◇ ◇ ◇

◇ ◇ ◇ Note: The original performance and usage data may be lost.

◇ ◇ ◇

◇ ◇ ◇ Please also ignore the prompted information and continue the

◇ process.

◇ ◇ ◇

◇ ◇ ◇ After this action, please monitor the system for some time and

see

◇ if

◇ ◇ the

Re: Server Usage Report

<<< problem can be resolved.

<<<

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

<<<

<<<

<<< Best regards,

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Re: Server Usage Report

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<<<< <iHjUUhRPHHA.2300@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <e\$ZBpItPHHA.4280@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <4axGk45PHHA.1112@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <1H#3smVQHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <nICLyLHRHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <#HR#5rHRHHA.996@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <WSIP80TRHHA.196@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <2IUvHesRHHA.1552@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <sYa2ONeSHHA.2352@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <O0XwcH0VHHA.4260@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <I51Qt6aWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <OracHHbWHHA.4624@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <vL8#1zmWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <u5VVOboWHHA.1120@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <SuUYumzWHHA.2356@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <Subject: Re: Server Usage Report

<<<< <Date: Wed, 28 Feb 2007 15:09:20 -0000

<<<< <Lines: 865

<<<< <X-Priority: 3

<<<< <X-MSMail-Priority: Normal

<<<< <X-Newsreader: Microsoft Outlook Express 6.00.2900.3028

<<<< <X-RFC2646: Format=Flowed; Original

<<<< <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3028

<<<< <Message-ID: <#0Dwyp0WHHA.496@xxxxxxxxxxxxxxxxxxxxxx>

<<<< <Newsgroups: microsoft.public.windows.server.sbs

<<<< <NNTP-Posting-Host: 80.168.252.171

<<<< <Path:

<< TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl

<<<< <Xref: TK2MSFTNGHUB02.phx.gbl

<< microsoft.public.windows.server.sbs:20083

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

<<<< <

<<<< <When I select Maintenance, I can only choose to Remove

Monitoring,

<< as

Re: Server Usage Report

<< I
<<< have
<<< <no option to Reinstall.
<<< <
<<< <Do I follow this, then do it again and Install?
<<< <
<<< <When I choose the Remove option, clicking Next gives me a screen
<< saying
<<< that
<<< <it needs 5Mb for the Server Tools Maintenance as well as 10Mb
for
< the
<<< <removal of the Monitoring – bit concerned over the 5Mb.
<<< <
<<< <Neil
<<< <
<<< <"Robert Li [MSFT]" <v-robelt@xxxxxxxxxxxxxxxxxxxxxx> wrote in
message
<<< <news:SuUYumzWHHA.2356@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx
<<<< Hi Neil,
<<<<
<<<<< Thanks for updating.
<<<<<
<<<<< By now, Inn and I have tried all the methods but the problem
<< still
<<<< cannot
<<<<< be resolved. I also asked many my colleagues for advice about
<< this
<<<< issue.
<<<<< This problem may be more complex than expected. Thank you very
<< much
<<< for
<<<<< your time and patience.
<<<<<
<<<<< Please take your time to reinstall the Monitoring component to
<< see
<<< if
<<<< the
<<<<< problem can be resolved.
<<<<<
<<<<< To do this:
<<<<<
<<<<< 1. Open Control Panel and the double click Add or Remove
<< Programs.
<<<<< 2. Click Windows Small Business Server 2003 and click
<< Change/Remove.
<<<<< 3. Click Next two times.
<<<<< 4. Select Server Tools, select Maintenance.
<<<<< 5. Click Monitoring below and then select Reinstall.
<<<<< 6. Click Next two times.
<<<<<

Re: Server Usage Report

<<<< After this, please keep on monitoring for a period of time to see

<< if

<<<< the

<<<< problem can be resolved.

<<<<

<<<< I am looking forward to hear from you.

<<<<

<<<< 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

<<<<

<<<< =====

<<<<

<<<< 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

Re: Server Usage Report

◇ ◇ 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: "Neil Jordan" <Neil.Jordan@xxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <References: <#EplFogPHHA.1380@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <iHjUUhrPHHA.2300@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <e\$ZBpItPHHA.4280@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <4axGk45PHHA.1112@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <1H#3smVQHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <nICLyLHRHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <#HR#5rHRHHA.996@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <WSIP80TRHHA.196@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <2IUvHesRHHA.1552@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <sYa2ONeSHHA.2352@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <O0XwcH0VHHA.4260@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <I51Qt6aWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <OracHHbWHHA.4624@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <vL8#1zmWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <Subject: Re: Server Usage Report
 ◇ ◇ ◇ ◇ <Date: Tue, 27 Feb 2007 15:48:59 -0000
 ◇ ◇ ◇ ◇ <Lines: 691
 ◇ ◇ ◇ ◇ <X-Priority: 3
 ◇ ◇ ◇ ◇ <X-MSMail-Priority: Normal
 ◇ ◇ ◇ ◇ <X-Newsreader: Microsoft Outlook Express 6.00.2900.3028
 ◇ ◇ ◇ ◇ <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3028
 ◇ ◇ ◇ ◇ <X-RFC2646: Format=Flowed; Original
 ◇ ◇ ◇ ◇ <Message-ID: <u5VVObOWhHA.1120@xxxxxxxxxxxxxxxxxxxxxx>
 ◇ ◇ ◇ ◇ <Newsgroups: microsoft.public.windows.server.sbs

Re: Server Usage Report

<<<<< <NNTP-Posting-Host: 80.168.252.171
<<<<< <Path:
<< TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl
<<<<< <Xref: TK2MSFTNGHUB02.phx.gbl
<< microsoft.public.windows.server.sbs:19849
<<<<< <X-Tomcat-NG: microsoft.public.windows.server.sbs
<<<<< <
<<<<< <Maybe it is just a red herring then.
<<<<< <
<<<<< <My report still doesn't work though
<<<<< <
<<<<< <Neil
<<<<< <
<<<<< <"Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in
<< message
<<<<< <news:vL8%231zmWHHA.4020@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
<<<<<< Hi Neil,
<<<<<<<
<<<<<<< Thanks for updating.
<<<<<<<
<<<<<<< Based on my research, the ISA Event ID: 5 may be caused by
<< Backup
<< or
<<<<<< Anti
<<<<<<< Virus software. Please check the Event Viewer, if it
appears
<<<<< randomly,
<<<<<<< that's normal.
<<<<<<<
<<<<<<< If you have any update, 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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<<<<< corresponding
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<< timely

Re: Server Usage Report

◇ ◇ ◇ ◇ manner.
 ◇ ◇ ◇ ◇ ◇ You can locate the newsgroup here:
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 ◇ ◇ ◇ <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>
 ◇ ◇ ◇ ◇ ◇
 ◇ ◇ ◇ ◇ ◇ When opening a new thread via the web interface, we
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 ◇ when
 ◇ ◇ ◇ there
 ◇ ◇ ◇ ◇ are
 ◇ ◇ ◇ ◇ ◇ any updates in your thread. When responding to posts via
 your
 ◇ ◇ ◇ ◇ newsreader,
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 benefit
 ◇ from
 ◇ ◇ ◇ your
 ◇ ◇ ◇ ◇ ◇ issue.
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 ◇ ◇ clean.
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 ◇ ◇ ◇ ◇ ◇ doing
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 phone
 ◇ ◇ ◇ numbers.
 ◇ ◇ ◇ ◇ ◇
 ◇ ◇ ◇ ◇ ◇ Any input or comments in this thread are highly
 appreciated.
 ◇ ◇ ◇ ◇ ◇
 ◇ ◇ ◇ ◇ ◇ =====
 ◇ ◇ ◇ ◇ ◇
 ◇ ◇ ◇ ◇ ◇ This posting is provided "AS IS" with no warranties, and
 ◇ confers
 ◇ ◇ no

Re: Server Usage Report

◇ ◇ ◇ ◇ ◇ rights.
◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ -----
◇ ◇ ◇ ◇ ◇ <From: "Neil Jordan" <Neil.Jordan@xxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ <References: <#EplFogPHHA.1380@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ <iHjUUhPHHA.2300@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ <e\$ZBpItPHHA.4280@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ <4axGk45PHHA.1112@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ <1H#3smVQHHA.4032@xxxxxxxxxxxxxxxxxxxxxx>
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◇ ◇ ◇ ◇ ◇ <I51Qt6aWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ <Subject: Re: Server Usage Report
◇ ◇ ◇ ◇ ◇ <Date: Mon, 26 Feb 2007 14:24:01 -0000
◇ ◇ ◇ ◇ ◇ <Lines: 548
◇ ◇ ◇ ◇ ◇ <X-Priority: 3
◇ ◇ ◇ ◇ ◇ <X-MSMail-Priority: Normal
◇ ◇ ◇ ◇ ◇ <X-Newsreader: Microsoft Outlook Express 6.00.2900.3028
◇ ◇ ◇ ◇ ◇ <X-RFC2646: Format=Flowed; Original
◇ ◇ ◇ ◇ ◇ <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3028
◇ ◇ ◇ ◇ ◇ <Message-ID: <OracHHbWHHA.4624@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ <Newsgroups: microsoft.public.windows.server.sbs
◇ ◇ ◇ ◇ ◇ <NNTP-Posting-Host: 80.168.252.171
◇ ◇ ◇ ◇ ◇ <Path:
◇ ◇ ◇ ◇ ◇
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
◇ ◇ ◇ ◇ ◇ <Xref: TK2MSFTNGHUB02.phx.gbl
◇ ◇ ◇ ◇ ◇ microsoft.public.windows.server.sbs:19638
◇ ◇ ◇ ◇ ◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs
◇ ◇ ◇ ◇ ◇ <
◇ ◇ ◇ ◇ ◇ <No, I don't have real-time protection running on the
server.
◇ ◇ ◇ ◇ ◇ <
◇ ◇ ◇ ◇ ◇ <Neil
◇ ◇ ◇ ◇ ◇ <
◇ ◇ ◇ ◇ ◇ <"Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxxxx> wrote
in
◇ ◇ ◇ ◇ ◇ message
◇ ◇ ◇ ◇ ◇ <news:I51Qt6aWHHA.4020@xxxxxxxxxxxxxxxxxxxxxx
◇ ◇ ◇ ◇ ◇ ◇ Hi Neil,
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ Thanks for updating.
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ I am sorry for the delay response due to leaving office
for
◇ ◇ ◇ ◇ ◇ some
◇ ◇ ◇ ◇ ◇ days.

Re: Server Usage Report

◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ According to the event log, the logging stopped because
the
◇ ◇ ◇ logging
◇ ◇ ◇ ◇ engine
◇ ◇ ◇ ◇ ◇ ◇ was unable to write data to the log file. The error code
◇ there
◇ ◇ ◇ was
◇ ◇ ◇ ◇ ◇ ◇ OX80070021. The code can be converted to
◇ STIERR_DEVICE_LOCKED.
◇ ◇ It
◇ ◇ ◇ ◇ ◇ ◇ appears
◇ ◇ ◇ ◇ ◇ ◇ that the log file was locked so that the data cannot be
◇ ◇ written
◇ ◇ ◇ into
◇ ◇ ◇ ◇ ◇ ◇ the
◇ ◇ ◇ ◇ ◇ ◇ file.
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ Do you have any anti-virus software running on the
server?
◇ ◇ Based
◇ ◇ ◇ on
◇ ◇ ◇ ◇ my
◇ ◇ ◇ ◇ ◇ ◇ research, the issue is probably caused because the
◇ anti-virus
◇ ◇ ◇ ◇ real-time
◇ ◇ ◇ ◇ ◇ ◇ scan engine locked that file.
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ Here, I suggest you modify the anti-virus real-time scan
◇ ◇ ◇ settings.
◇ ◇ ◇ ◇ ◇ ◇ Ensure
◇ ◇ ◇ ◇ ◇ ◇ that the ISA logging folder is excluded from the
real-time
◇ ◇ scan
◇ ◇ ◇ ◇ range.
◇ ◇ ◇ ◇ ◇ ◇ Restart the anti-virus software and monitoring to see if
◇ the
◇ ◇ ◇ problem
◇ ◇ ◇ ◇ ◇ ◇ will
◇ ◇ ◇ ◇ ◇ ◇ occur again.
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ I am looking forward to hear from you.
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ If you need further assistance, please don't hesitate to
◇ let
◇ ◇ me
◇ ◇ ◇ ◇ know.
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ Best regards,
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ Robert Li(MSFT)

Re: Server Usage Report

◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ Microsoft CSS Online Newsgroup Support
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ Get Secure! – www.microsoft.com/security
◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇

=====

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◇ ◇ ◇ timely
◇ ◇ ◇ ◇ ◇ ◇ manner.
◇ ◇ ◇ ◇ ◇ ◇ You can locate the newsgroup here:
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◇ ◇ ◇

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

◇ ◇ ◇ ◇ ◇ ◇
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◇ ◇ you
◇ ◇ ◇ ◇ check
◇ ◇ ◇ ◇ ◇ ◇ the
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◇ ◇ ◇ ◇ ◇ ◇ are
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◇ ◇ ◇ post

Re: Server Usage Report

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◇ ◇ ◇ ◇ In
◇ ◇ ◇ ◇ ◇ ◇ doing
◇ ◇ ◇ ◇ ◇ ◇ so, it will ensure your issues are resolved in a timely
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◇ phone
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◇ ◇ ◇ ◇ ◇ ◇
◇ ◇ ◇ ◇ ◇ ◇ Any input or comments in this thread are highly
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=====

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◇ ◇ ◇ ◇ ◇ ◇ <From: "Neil Jordan" <Neil.Jordan@xxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ ◇ <References: <#EpIFogPHHA.1380@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ ◇ <iHjUUhrPHHA.2300@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ ◇ <e\$ZBpItPHHA.4280@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ ◇ <4axGk45PHHA.1112@xxxxxxxxxxxxxxxxxxxxxx>
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◇ ◇ ◇ ◇ ◇ ◇ <#HR#5rHRHHA.996@xxxxxxxxxxxxxxxxxxxxxx>
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◇ ◇ ◇ ◇ ◇ ◇ <2lUVhEsRHHA.1552@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ ◇ <sYa2ONeSHHA.2352@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ ◇ <Subject: Re: Server Usage Report
◇ ◇ ◇ ◇ ◇ ◇ <Date: Fri, 23 Feb 2007 11:57:56 -0000
◇ ◇ ◇ ◇ ◇ ◇ <Lines: 410
◇ ◇ ◇ ◇ ◇ ◇ <X-Priority: 3
◇ ◇ ◇ ◇ ◇ ◇ <X-MSMail-Priority: Normal
◇ ◇ ◇ ◇ ◇ ◇ <X-Newsreader: Microsoft Outlook Express 6.00.2900.3028
◇ ◇ ◇ ◇ ◇ ◇ <X-RFC2646: Format=Flowed; Original
◇ ◇ ◇ ◇ ◇ ◇ <X-MimeOLE: Produced By Microsoft MimeOLE
V6.00.2900.3028
◇ ◇ ◇ ◇ ◇ ◇ <Message-ID: <O0XwcH0VHHA.4260@xxxxxxxxxxxxxxxxxxxxxx>
◇ ◇ ◇ ◇ ◇ ◇ <Newsgroups: microsoft.public.windows.server.sbs
◇ ◇ ◇ ◇ ◇ ◇ <NNTP-Posting-Host: 80.168.252.171
◇ ◇ ◇ ◇ ◇ ◇ <Path:

Re: Server Usage Report

◇ ◇ ◇ ◇
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl
◇ ◇ ◇ ◇ ◇ ◇ ◇ <Xref: TK2MSFTNGHUB02.phx.gbl
◇ ◇ ◇ ◇ ◇ microsoft.public.windows.server.sbs:19147
◇ ◇ ◇ ◇ ◇ ◇ ◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs
◇ ◇ ◇ ◇ ◇ ◇ ◇ <
◇ ◇ ◇ ◇ ◇ ◇ ◇ <No matter what I try, including the details below I
still
◇ ◇ can't
◇ ◇ ◇ get
◇ ◇ ◇ ◇ it
◇ ◇ ◇ ◇ ◇ to
◇ ◇ ◇ ◇ ◇ ◇ <work.
◇ ◇ ◇ ◇ ◇ ◇ ◇ <
◇ ◇ ◇ ◇ ◇ ◇ ◇ <I had wondered if the server needed a reboot, but even
◇ that
◇ ◇ ◇ hasn't
◇ ◇ ◇ ◇ ◇ made
◇ ◇ ◇ ◇ ◇ ◇ it
◇ ◇ ◇ ◇ ◇ ◇ ◇ <work.
◇ ◇ ◇ ◇ ◇ ◇ ◇ <
◇ ◇ ◇ ◇ ◇ ◇ ◇ <Neil
◇ ◇ ◇ ◇ ◇ ◇ ◇ <
◇ ◇ ◇ ◇ ◇ ◇ ◇ <
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wrote
◇ in
◇ ◇ ◇ message
◇ ◇ ◇ ◇ ◇ ◇ ◇ <news:sYa2ONeSHHA.2352@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
◇ ◇ 1