

RE: Update services error

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg00492.html>

- *From:* Dan O <DanO@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 4 Jun 2007 06:56:01 -0700
-

Any update? This still happens daily...

--

Dan O

"Robert Li [MSFT]" wrote:

Hi Dan,

Thanks for updating.

I am sorry for the typo, this shall be a software/service crash issue, not hardware RAM related. Please don't make RAM test. Thanks for your understanding.

Please kindly help me collect the MPS Report for further research.

I am looking forward to hear from you.

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 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

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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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<KdqEssAfHHA.3744@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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<Date: Wed, 9 May 2007 06:58:00 -0700
<Lines: 141
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<NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<Robert,
<
<I thought the memory could not be read was more figurative than literal.
If
<you think it is a RAM error, I should just use a bootable RAM testing
<application, right? I would assume it would help me solve the issue?
<--

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<Dan O

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<

<"Robert Li [MSFT]" wrote:

<

<◇ Hi Dan,

<◇

<◇ Thanks for posting in our newsgroup.

<◇

<◇ From your description, I know that you get the following error message on

<◇ the SBS 2003 WUSU console:

<◇

<◇ Microsoft.SBS.UpadteServices.SyncServices.exe – Application Error

<◇

<◇ The instruction at "0x7c82caa2" references memory at "0x00000000". The mememory could not be "read". Click OK to terminate the program.

<◇

<◇ If I am off-base, please don't hesitate to let me know.

<◇

<◇ First, the error is related to software or service crash, to trouble shouting RAM issue, debugging is needed. Based on technical limit, our newsgroup doesn't provide support for debugging. We will try our best to help you on this issue. If the problem cannot be resolved, please contact

<◇ CSS for more help. Thanks for your understanding.

<◇

<◇ Please try the following steps to narrow down this problem:

<◇

<◇ Step 1: Please make a clean boot to make sure the problem is not caused by

<◇ some third party software.

<◇

<◇ 1. Click Start->Run...->type msconfig and press Enter.

<◇ 2. Click Services tab and select Hide All Microsoft Services and Disable All third party Services.

<◇ 3. Click Startup tab and Disable All startup items.

<◇ 4. Click OK and choose Restart.

<◇ 5. After reboot, check whether the problem still occurs.

<◇ 6. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause

<◇ of this issue.

<◇

<◇ If the problem persists, please help me collect the MPS Report for further

<◇ research:

<◇

<◇ MPS Report

<◇

<◇ 1) Download MPS report tool from:

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- <
- 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-robali@xxxxxxxxxxxxxx with subject:
- < 38702405-Update services error.
- <
- < 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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◇ -----
◇ <Thread-Topic: Update services error
◇ <thread-index: Acd7rwRT5Yxlb8hNQBqHlxgFwZtiIg==
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◇ <Subject: Update services error
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◇ <Lines: 12
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◇ <Content-Transfer-Encoding: 7bit
◇ <X-Newsreader: Microsoft CDO for Windows 2000
◇ <Content-Class: urn:content-classes:message
◇ <Importance: normal
◇ <Priority: normal
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◇ <Newsgroups: microsoft.public.windows.server.sbs
◇ <Path: TK2MSFTNGHUB02.phx.gbl
◇ <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:28995
◇ <NNTP-Posting-Host: tk2msftsbfm01.phx.gbl 10.40.244.148
◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs
◇ <
◇ <I got a dialog box on the server console (without even logging in) that
◇ says:
◇ <
◇ <Microsoft.SBS.UpadteServices.SyncServices.exe - Application Error
◇ <
◇ <The instruction at "0x7c82caa2" references memory at "0x00000000". The
◇ <memeory could not be "read". Click OK to terminate the program.
◇ <
◇ <Anyone ideas? I have seen other memeory 'read' errors, in this forum,
but
◇ <none from this app...
◇ <--
◇ <Thanks in advance.
◇ <Dan O
◇ <
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