

## Re: No data available for this statistic (email sent/received) Sbs usage report

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg01044.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Thu, 07 Jun 2007 11:00:40 GMT
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Hello James,

Thank you for kind update.

Based on my further research, I suggest we try the following steps (including some steps in my previous reply) to see if we can resolve this issue:

Note: Please perform the steps one by one (in turn).

1. Ensure that both the Microsoft Exchange Management and the Windows Management Instrumentation services are both started on the server
2. From the c:\program files\exchsrvr\bin folder ran the following commands  
exmgmt.exe /uninstall  
exmgmt.exe /install
3. From the services console started the Exchange management service.
4. Ran the following command from the Files\Exchsrvr\Bin directory:  
regsvr32 /s exwmi.dll  
regsvr32 /s cdowf.dll  
regsvr32 /s cdowfevt.dll
5. Run the following commands from a command prompt in the Windows\System32\Wbem directory:  
mofcomp.exe -class:forceupdate C:\WINDOWS\system32\WBEM\exmgmt.mof  
mofcomp.exe C:\WINDOWS\system32\WBEM\exwmi.mof  
mofcomp.exe -n:root\cimv2\applications\exchange  
"c:\windows\system32\wbem\wbemcons.mof"  
mofcomp.exe -n:root\cimv2\applications\exchange  
"c:\windows\system32\wbem\smtpcons.mof"  
mofcomp.exe -n:root\cimv2\applications\exchange  
"c:\windows\system32\wbem\msgtrk.mof"
6. Restarted the WMI service and then the Exchange System Attendant services.

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Then test this issue.

If we can not resolve the issue after we perform the above steps, please kindly help me collect some information for further investigation:

1. Please send the please send me the MSSBSSSR.log and the DBAccess.log again, they are in the %SBSProgramDir%\Support folder.
2. What do you do before the report can work fine?
3. Please also run the MPSReport utility and send the output CAB file to me at v-terliu@xxxxxxxxxxxxxxx for analysis.

The MPSReport utility is available at:

[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/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)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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 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.

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Any input or comments in this thread are highly appreciated.

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| From: javerity@xxxxxxxxxxxx  
| Newsgroups: microsoft.public.windows.server.sbs  
| Subject: Re: No data available for this statistic (email sent/received)  
Sbs usage report  
| Date: Wed, 06 Jun 2007 11:03:45 -0700  
| Organization: <http://groups.google.com>  
| Lines: 54  
| Message-ID: <1181153025.457865.158010@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <1176407847.868942.211610@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
<1181077072.051507.314040@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
<F17Vy1CqHHA.2300@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| NNTP-Posting-Host: 86.4.58.180  
| Mime-Version: 1.0  
| Content-Type: text/plain; charset="us-ascii"  
| X-Trace: posting.google.com 1181153026 5119 127.0.0.1 (6 Jun 2007  
18:03:46 GMT)  
| X-Complaints-To: groups-abuse@xxxxxxxxxxxx  
| NNTP-Posting-Date: Wed, 6 Jun 2007 18:03:46 +0000 (UTC)  
| In-Reply-To: <F17Vy1CqHHA.2300@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| User-Agent: G2/1.0  
| X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1;  
..NET CLR 1.0.3705; .NET CLR 2.0.50727),gzip(gfe),gzip(gfe)  
| Complaints-To: groups-abuse@xxxxxxxxxxxx  
| Injection-Info: n15g2000prd.googlegroups.com; posting-host=86.4.58.180;  
| posting-account=P7LODA0AAABeDz5dLy0p\_SAEqBDjy9JP  
| Path:  
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!news-out.  
cwix.com!newsfeed.cwix.com!newscon02.news.prodigy.net!prodigy.net!border1.nn  
tp.dca.giganews.com!nntp.giganews.com!postnews.google.com!n15g2000prd.google  
groups.com!not-for-mail  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:42165  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|  
| On 6 Jun, 12:25, v-ter...@xxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])  
| wrote:  
| > Hello James,  
| >  
| > Thank you for kind update.  
| >  
| > I can not find anyemailto youemailaddress javer...@xxxxxxxxxxxx include  
| > something about Microsoft error reporting tool. Maybe theemailcame from  
| > other customer. Please check.  
| >  
| > Thanks and have a nice day!  
| >

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| > Best regards,

| >

| > Terence Liu(MSFT)

| >

| > Microsoft CSS Online Newsgroup Support

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| > Get Secure! –[www.microsoft.com/security](http://www.microsoft.com/security)

| Sorry Terence, it was I think in reply to the last email I sent to you  
| with the logs, you mentioned that it was possibly a WMI issue and  
| gave me a few things to try:

| Run the following commands from a command prompt in the  
| C:\Windows\System32\Wbem directory:

| mofcomp.exe –class:forceupdate C:\WINDOWS\system32\WBEM\exmgmt.mof

| mofcomp.exe C:\WINDOWS\system32\WBEM\exwmi.mof

| mofcomp.exe –n:root\cimv2\applications\exchange

| "c:\windows\system32\wbem\wbemcons.mof"

| mofcomp.exe –n:root\cimv2\applications\exchange

| "c:\windows\system32\wbem\smtpcons.mof"

| mofcomp.exe –n:root\cimv2\applications\exchange

| "c:\windows\system32\wbem\msgtrk.mof"

| I have tried these but these have not made any difference

| is there anything else I can try

| Thankyou

| James Verity