

RE: Event ID 4353 – failure to run reports

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg01668.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Tue, 12 Jun 2007 04:00:55 GMT
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Hello Jon,

Thank you for posting here.

According to your description, I understand that you get error 4353 on SBS and the Monitoring reports no longer work. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, this issue can occur if you have specified message size limitation in Exchange. A SBS Server Status Report is much big and it may be filtered by your Exchange server. If you have configured such message size limitation, please disable them for a test.

Note: Please try to send the report to the internal mailbox for test, does it work fine?

If you did not configure any message size limitations, this issue should be with the Monitoring and Reporting component and certain DLL files or registry keys may be damaged. I suggest you perform the following steps to completely reinstall the component:

– 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.

RE: Event ID 4353 – failure to run reports

7. Click Finish.

– Uninstall Microsoft SQL Server Desktop Engine (SBSMONITORING) (you may not see it if you have upgrade MSDE to SQL Server)

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.

– 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.

Then, test this issue again.

RE: Event ID 4353 – failure to run reports

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

1. Do you get any error page when you view the report in the Server Management console? Please capture screenshots on the error messages and send the pictures to me at v-terliu@xxxxxxxxxxxxxx
2. Can you access the OWA and RWW?
3. Gather Metabase of IIS
 - a. Install .NET Framework Version 1.1:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&DisplayLang=en>.
 - b. Install MBExplorer by installing IIS 6 Resource Kit Tools:
<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>.
 - c. Once it is installed, access it from Start, Programs, IIS Resources, Metabase Explorer.
 - d. In the left pane, right click "LM" (under your server computer name) to choose "Export to file", and then save it as IIS.mbk.
 - e. Compress this mbk file and send it to my mailbox: v-terliu@xxxxxxxxxxxxxx for analysis.

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

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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.

RE: Event ID 4353 – failure to run reports

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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| Thread-Topic: Event ID 4353 – failure to run reports
| thread-index: AcesIOBgA/eEwo1fTaGXMsCNZYOfkA==
| X-WBNR-Posting-Host: 207.46.193.207
| From: =?Utf-8?B?Sm9uIEg=?= <JonH@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Event ID 4353 – failure to run reports
| Date: Mon, 11 Jun 2007 05:06:00 -0700
| Lines: 28
| Message-ID: <715ED59E-EAE2-4AB1-8659-4E2426183613@xxxxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2826
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:43073
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hello,

| I am getting Error 4353 on an SBS 2003 Premium server with the following message:

| "An error occurred in attempting to send a Server Status Report in e-mail.

| The e-mail message was not sent. There may be a problem with connectivity or

| system configuration. Ensure that the ASP.NET State Service and IIS Admin service are running. You can also try resetting your monitoring and reporting

| preferences. To do this, open the Monitoring and Reporting taskpad in

RE: Event ID 4353 – failure to run reports

Server

| Management, and then click Set Up Monitoring Reports and Alerts."

|

| Monitoring reports no longer work.

|

| It worked fine until I changed IIS to use port 5028 instead of 80 for the
| companyweb and default website. The reason I made this change was to
| address

| an ISA conflict on port 80. Ever since this change was made, I have seen
| this

| error

| and received no reports. ISA is much happier.

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| Both services described in the message are set and running correctly.

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| Any help would be appreciated.

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| Thank You

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| Jon H

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