

Re: Disappearing disk space?

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg04445.html>

- *From:* "nik" <nik_AT_cict.co.uk>
 - *Date:* Fri, 29 Jun 2007 12:14:19 +0100
-

Hi Terence – thankyou for posting this list, it's very useful information.

However, I switched off the AV scanning completely last night and the problem recurred, so although I'll reconfigure the scanning according to your advice, it's now clear that AV activity wasn't causing the huge SMSMonitoring log. I watched the log build up last night, and it happens very quickly – 2Gb in about 5 minutes – and I stopped it by rebooting the server. I have one more experiment to try tonight, and if that doesn't solve the problem, I'll try reinstalling the monitoring component as you suggest.

Thanks again for all your suggestions.

Regards

Nik

"Terence Liu [MSFT]" <v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:EnDd%232fuHHA.360@xxxxxxxxxxxxxxxxxxxxxxxx>

Hello Nik,

For your concern about: Is there anywhere I can obtain a complete list of folders to exclude?

We do not have a complete list of the exceptions folders, however, you can refer to the following lists:

Consider the following file scanning exceptions for your Anti-Virus software where applicable:

NOTE: The %systemroot% is normally the C:\WINDOWS or C:\WINNT directory depending on your OS.

- 1.) %systemroot%\System32\Spool (and all the sub-folders and files)
- 2.) %systemroot%\SoftwareDistribution\Datastore

Refer to the following article for information:

KB822158 – Virus scanning recommendations for computers that are running Windows Server 2003, Windows 2000, or Windows XP

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<http://support.microsoft.com/kb/822158>

3.) Any Network Drives that are mapped.

The following steps are Server Role specific:

- =====
- 1.) If your system is also a Domain Controller (DC) / DNS / DHCP also exclude the following from Anti-Virus Scanning:
 - a.) %systemroot%\Sysvol folder (include all the sub-folders and files)
 - b.) %systemroot%\system32\dhcp folder (include all the sub-folders and files)
 - c.) %systemroot%\system32\dns folder (include all the sub-folders and files)
 - d.) %systemroot%\ntds

Refer to the following article for information:

KB822158 – Virus scanning recommendations for computers that are running Windows Server 2003, Windows 2000, or Windows XP

<http://support.microsoft.com/kb/822158>

2.) If File Replication (NTFR) service is running on your system, make

sure

your Anti-Virus software is compatible:

KB815263 – Antivirus, backup, and disk optimization programs that are compatible with the File Replication Service

<http://support.microsoft.com/kb/815263>

And exclude:

- a.) %systemroot%\ntfrs folder (include all the sub-folders and files)
- b.) Files that have the .log and .dit extension

3.) If you have IIS installed, exclude:

- a.) The IIS compression directory (default compression directory is %systemroot%\IIS Temporary Compressed Files)
- b.) %systemroot%\system32\inetrv folder
- c.) Files that have the .log extension

Refer to the following knowledge base articles for reference:

KB817442 – IIS 6.0: Antivirus Scanning of IIS Compression Directory May Result in 0-Byte File

<http://support.microsoft.com/kb/817442>

KB821749 – Antivirus software may cause IIS to stop unexpectedly

<http://support.microsoft.com/kb/821749>

4.) If you have SQL installed, you may want to exclude the SQL folder and databases files (or database file types) from scanning for performance reasons:

KB309422 – Guidelines for choosing antivirus software to run on the computers that are running SQL Server

<http://support.microsoft.com/kb/309422>

5.) If you have Exchange installed, perform the relevant file-based scanning exclusions listed in Knowledge Base articles:

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KB328841 – Exchange and antivirus software

<http://support.microsoft.com/kb/328841>

KB823166 – Overview of Exchange Server 2003 and antivirus software

<http://support.microsoft.com/kb/823166>

KB245822 – Recommendations for troubleshooting an Exchange Server computer with antivirus software installed

<http://support.microsoft.com/kb/245822>

6.) If you have Cluster services, make sure your Anti-Virus software is compatible:

KB250355 – Antivirus Software May Cause Problems with Cluster Services

<http://support.microsoft.com/kb/250355>

NOTE: If you have a SQL cluster, make sure that you exclude these

locations

from virus scanning:

a.) Q:\ (Quorum drive)

b.) %systemroot%\Cluster

c.) SQL Server data files that have the .mdf extension, the .ldf

extension,

and the .ndf extension

7.) If you have Sharepoint installed, you should exclude:

a.) Drive:\Program Files\SharePoint Portal Server

b.) Drive:\Program Files\Common Files\Microsoft Shared\Web Storage System

c.) Drive:\MSDEdatabases (particularly on SBS)

(where Drive: is the drive letter where you installed SharePoint Portal Server)

Refer to the following knowledge base articles for reference:

KB320111 – Random Errors May Occur When Antivirus Software Scans Microsoft Web Storage System

<http://support.microsoft.com/kb/320111>

KB322941 – Microsoft's Position on Antivirus Solutions for Microsoft SharePoint Portal Server

<http://support.microsoft.com/kb/322941>

8.) If you have a Systems Management Server (SMS), you should exclude folders:

a.) SMS\Inboxes

b.) SMS_CCM\ServiceData

Refer to the following knowledge base articles for reference:

KB327453 – Antivirus programs may contribute to file backlogs in SMS 2.0 and in SMS 2003

<http://support.microsoft.com/kb/327453>

NOTE: If you exclude the SMS\Inboxes directory from virus scanning or remove the antivirus software, you may make the site server and all

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clients

vulnerable to potential virus risks. The client base component files

reside

in the SMS\Inboxes directory.

9.) If you have a MOM (Microsoft Operations Manager) Server, you consider excluding:

a.) Drive:\Documents and Settings\All Users\Application Data\Microsoft\Microsoft Operations Manager

b.) Drive:\Program Files\Microsoft Operations Manager 2005
(where Drive: is the drive letter where profiles are located)

10.) If you have an Internet Security and Acceleration Server (ISA)

Server,

you should exclude:

a.) The ISALogs folder. By default, the ISALogs folder is located in the folder where you installed ISA Server. Typically, this location is Drive:\Program Files\Microsoft ISA Server.

Refer to the following knowledge base articles for reference:

KB887311 – Event ID 5, event ID 14079, and event ID 14176 are logged in

the

Application log on your Internet Security and Acceleration Server 2000 computer

<http://support.microsoft.com/kb/887311>

11.) If you have a Windows Software Update Services (WSUS) Server role,

you

consider excluding:

a.) Drive:\MSSQL\$WSUS

b.) Drive:\WSUS

(where Drive: is the drive letter where you installed Windows Software Update Services)

Also refer to the following knowledge base articles for reference:

KB900638 – Multiple symptoms occur if an antivirus scan occurs while the Wsusscan.cab file is copied

<http://support.microsoft.com/kb/900638>

MORE INFORMATION:

KB49500 – List of antivirus software vendors

<http://support.microsoft.com/kb/49500>

KB129972 – Computer viruses: description, prevention, and recovery

<http://support.microsoft.com/kb/129972>

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Hope the info 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

=====
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.

Any input or comments in this thread are highly appreciated.

=====
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rights.

| From: "nik" <nik_AT_cict.co.uk>
| References: <eKPwf89tHHA.576@xxxxxxxxxxxxxxxxxxxxxx>

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<bTr#urGuHHA.3972@xxxxxxxxxxxxxxxxxxxxxxxx>
<#Ka4mFKuHHA.3796@xxxxxxxxxxxxxxxxxxxxxxxx>
<E7F94CEE-09CA-4D88-A5CE-C3589C49587F@xxxxxxxxxxxxxxxx>
<#BTMYdWuHHA.1672@xxxxxxxxxxxxxxxxxxxxxxxx>
<9A0F9CF9-FC92-481D-8AC8-DE361EC73724@xxxxxxxxxxxxxxxx>
| Subject: Re: Disappearing disk space?
| Date: Thu, 28 Jun 2007 21:29:31 +0100
| Lines: 214
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2800.1807
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1896
| Message-ID: <eQUbMMcuHHA.3660@xxxxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: ctmd.demon.co.uk 80.176.224.181
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:47044
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Hi Les: thanks for this response.

| "Les Connor [SBS MVP]" <les.connor@xxxxxxxxxxxx> wrote in message
| news:9A0F9CF9-FC92-481D-8AC8-DE361EC73724@xxxxxxxxxxxxxxxx

| > As a test, temporarily disable A/V file space scanning on the system
| drive.

| I noted this when I was looking at the docs for moving data folders, and
| most of the 3 years that the server has been running happily, it's run
| without any AV – it's NATted and isn't used for client email or by

users,

| so I used to feel OK about leaving out the AV. But I lost my nerve a

few

| months ago and installed it. :-) So it sounds like the AV is the
| problem –
| though I would be interested to understand more about why.

| >
| > There are a number of files, file types, and folders that should be
| excluded
| > from A/V scanning. Because SBS does lots of things, the list is longer
| than
| > on any other system.
| >
| > SQL (or any database, for that example) should not be scanned, same

for

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| > Exchange, and some of the folders pertaining to the DC function.
|
| Is there anywhere I can obtain a complete list of folders to exclude? I
| assume that you mean data folders for the db and Exchange, rather than
| binaries?
|
| I already excluded the particular folder with the problem logfile in it,
| but
| I'll try suspending the AV overnight and see if that cures it.

| Thanks
| Nik

| >
| > ---
| > Les Connor [SBS MVP]
| >
| >
| > "nik" <nik_AT_cict.co.uk> wrote in message
| > news:%23BTMYdWuHHA.1672@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
| >> Hi Les:
| >>
| >>> What anti-virus application do you have installed?
| >>
| >> Sophos.
| >>
| >>> I've noticed similar
| >>> behaviour with Trend CSM on very tight system partitions.
| >>> There may be some
| >>> relief, but it's only a temporary measure as it's really hard to

keep

| >> enough
| >>> free space on a 12 gb system partition.
| >>
| >> Last night, after moving the scheduled tasks as Terence suggested,

the

| >> problem recurred – but more severely. I suspect that one of the
| scheduled
| >> tasks which I moved was limiting the damage, not causing it!
| >>
| >> But I have nailed down where the disc space is going – it's filling

up

| >> with
| >> this SQL logfile:
| >> C:\Program Files\Microsoft SQL

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| > > Server\MSSQL\$SBSMONITORING\Data\SBSMonitoring_log.LDF
| > > Once I shrink that dB, I get my 2.5Gb of space back – until

tomorrow.

| > >
| > > Any idea why this might be happening? Both our backup and our AV
| software
| > > use SQL dBs – but does the fact that this is the SBSMonitoring dB
| still
| > > suggest that a 3rd-party app is responsible? Is there any tool in

SBS

| > > which
| > > I can use to look at this logfile?
| > >
| > >> So in the end, you'll need to resize c: anyway. You should find

lots

of
| > > hits
| > >> on resizing if you do a google search of this newsgroup. A disk
| imaging
| > >> product is your best bet for this task.
| > >
| > > Thanks, I'll check it out.
| > >
| > > Regards
| > > Nik
| > >
| > >>
| > >> --
| > >> Les Connor [SBS MVP]
| > >>
| > >>
| > >> "nik" <nik_AT_cict.co.uk> wrote in message
| > >> news:%23Ka4mFKuHHA.3796@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
| > >> > Hi Terence: many thanks for your detailed and informative reply.
| > >>>
| > >>>
| > >>>> According to your description, I understand that your SBS system
| > >>>> partition
| > >>>> free space disappear at every 03:00. If I have misunderstood the
| > > problem,
| > >>>> please don't hesitate to let me know.
| > >>>>
| > >>>> Mostly correct, though on a small minority of days, the issue
| simply
| > >>>> doesn't

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| > > > happen. There seems to be no pattern to this.
| > > >
| > > > What's especially strange is that the free space usually comes

back

| > > again
| > > > within a couple of hours, and when it disappears, it doesn't show
up
| in
| > > > file/folder sizes on the drive at that time.
| > > >
| > > > > Based on my research, I think this issue relate to 3rd-party
| software
| > > or
| > > > some scheduled tasks running on SBS.
| > > >
| > > > I had suspicions about the Backup Exec backup software we use,
but I
| > > > stopped all Backup Exec services yesterday evevning, and the
problem
| > > still
| > > > recurred last night. There's no other 3rd-party software running
on
| a
| > > > > schedule AFAIK – and there's certainly nothing coming up in the
event
| > > > > logs.
| > > > >
| > > > > I suggest we try the following steps
| > > > > to see if we can resolve this issue:
| > > > >
| > > > > 1. Please check the scheduled tasks running on SBS
| > > > >
| > > > > a. Please open control panel->Scheduled Tasks
| > > > >
| > > > > b. Please check whether some scheduled tasks' Next Run time is
| nearby
| > > > > 03:00
| > > > >
| > > > > Nothing is scheduled to run specifically at 03:00. The only
| scheduled
| > > > > tasks
| > > > > are:
| > > > >
| > > > > Collect Server Performance Data (every hour)
| > > > > Collect Usage Data (Daily at 04:30)
| > > > > File_Backup (disabled, as we have 3rd party backup software)
| > > > > Small Business Server – Server Status Report – Server Performance
| > > > > Report
| > > > > (daily at 06:00)

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| > > > >
| > > > I guess that means that the Collect Server Performance Data will
run
| at
| > > > 03:00 though... I'll try moving the tasks tonight.
| > > > >
| > > > >
| > > > > c. Please move all scheduled tasks to another folder, the tasks
will
| > > > > do
| > > > > not
| > > > > run, then monitor the SBS at 03:00
| > > > >
| > > > > d. If the issue persists, we can move all scheduled tasks back.
| > > > >
| > > > > 2. Please do clean boot on SBS and monitor to narrow down this
issue
| > > > >
| > > > > I will try this option over the next couple of days, but as other
| folks
| > > > > here
| > > > > have observed, SBS tends to be a single-server setup, so it can

be

| > > > > difficult
| > > > > to get maintenance time when there are problems. OK, not many
people
| > > want
| > > > > to work at 3am, but then again, neither do I. :-)
| > > > >
| > > > >
| > > > > 3. For SBS 2003 server, the 2.5GB free space in system partition
is
| > > > > too
| > > > > little. I suggest you move some data or folders from system
| partition
| > > to
| > > > > additional partition or disk. This will make SBS run smooth.
| > > > >
| > > > > Tell me about it – but when I installed this system in 2004, 12Gb
was
| > > the
| > > > > system partition size recommended by Microsoft for our server.
It's
| > > > > now
| > > > > hopelessly inadequate, even though I've moved all the data files
| which
| > > > > Technet articles suggest moving. We have more drive space
available
| on

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| >>> > the
| >>> > machine, but I know of no way to increase the system partition
size –
| >>> > is
| >>> > there a way of adding unused space to the system partition or
| >>> > recreating
| >>> > the
| >>> > system partition to another drive? The server is SCSI RAID5, and
I'm
| >> just
| >>> > about to install an additional array of 3 drives in it, so now
would
| be
| >> a
| >>> > good time to reorganise the storage if it's possible.
| >>> >
| >>> > Would it be sensible to try reinstalling the system from scratch

on

| the
| >>> > new
| >>> > drive, using a larger system partition (how big?), and restoring
our
| >> data
| >>> > into that new installation from backup?
| >>> >
| >>> > Best regards
| >>> > Nik
| >>> >
| >>> >
| >>>
| >>
| >>
| >
|
|
|