

## RE: Loss of error reporting and Intranet web site

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg03666.html>

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- *From:* [v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx) (Robert Li [MSFT])
  - *Date:* Tue, 25 Sep 2007 07:14:32 GMT
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Hi Tim,

Thanks for posting in our newsgroup.

From your description, I know that you are experience many issues:

Monitoring and Reporting, Companyweb, Backup problem. If that's not right, please don't hesitate to let me know.

You said you removed Exchange from the server due to not enough backup storage. If you have not enough desk space, you just need to move the Exchange mailbox and public store to another location. You can see the step 6: Moving Exchange Database and log files in the following white paper:

Moving Data Folders for Windows Small Business Server 2003  
[http://download.microsoft.com/download/1/1/6/11671e4d-fb21-489c-870f-db36fd21a7d2/SBS\\_MoveDataFolders.DOC#\\_Toc83458186](http://download.microsoft.com/download/1/1/6/11671e4d-fb21-489c-870f-db36fd21a7d2/SBS_MoveDataFolders.DOC#_Toc83458186)

Since Exchange is a key component in SBS, you can run the SBS 2003 integrated setup wizard from Add/Remove programs to install Exchange component. If the Exchange has not been stalled yet, the system will not send out reporting e-mails. That's expected behavior.

After installation of Exchange, if the problem persists, please try the following:

Step 1: Please rerun the CEICW, this helps us to cofigure network successfully:

825763 How to configure Internet access in Windows Small Business Server 2003  
<http://support.microsoft.com/?id=825763>

Step 2: Please rerun the Set Up Monitoring Reports and Alerts wizard. This help us correctly configure the scheduled tasks.

1. Open Server Management and Expand Monitoring and Reporting.

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2. Click Set Up Monitoring Reports and Alerts and Click Next.
3. Select Receive a daily performance report in e-mail, View the usage report in Server Management and Receive a usage report in e-mail every other week. Click Next.
4. Input the E-mail address you want to send the report to and click Next.
- 5 Select a business owner to view the usage report and click Next.
6. Input an e-mail address to receive the notification of performance alerts and click Next.
7. Click Finish.

Step 3: The problem may be caused by the incorrect settings in IIS. Please verify the Monitoring VD settings in SBS server:

1. Open IIS snap-in.
2. Go to Default Web Site/Monitoring.
3. Right click Monitoring and click Properties.
4. Click Virtual Directory tab.
5. Please ensure you have input proper Local Path (C:\Inetpub\Monitoring) and also ensure the checkbox of Read, Log Visit and Index this resource are checked.

And also ensure Application Settings as follows:

- Application Name: Monitoring
  - Execute Permissions: Script only
  - Application Pool: DefaultAppPool
6. Click Directory Security tab.
  7. Click Edit under "Authentication and access control".
  8. Make sure that only the option "Integrated Windows Authentication" checked.
  9. Click Edit under "IP address and domain name restriction".
  10. Make sure that "Granted access" has been selected.
  11. Click Edit under "Secure communications".
  12. Make sure that "Require secure channel (SSL)" is UNchecked.
  13. On the ASP.NET tab, make sure the version is 1.1. 4322.

For the backup and companyweb issue, since they are not tightly related to reporting problem, a suggestion is to open two separate posts in our newsgroup. Thanks for your understanding.

I'd like to give you the following information:

For backup, please rerun Backup with the SBS 2003 backup wizard

1. Open Server Management and then click Backup.
2. Select Configure Backup and then click Next.
3. Select the location to store the backup file and click Next.
4. Select the date included in the Backup and click Next.
5. Define Backup Schedule and click Next.
6. Configure the Storage Allocation for Deleted Files and E-mail and then click Next.
7. Click Finish.
8. Click Backup Now. Now check if the problem will reoccur.

If the problem persists, please help me collect the following information

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for further research:

1. Gather IIS Metabase:

1) Download the IIS Resource Kit tools from the following page:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>

2) Install it, run MBExplorer (Metabase Explorer)

3) Right click the "LM" node and choose "Export to file".

4) Specify a file name, specify the password and finish the export.

5) Send the file and the password to me.

2. MPS Report

1) Download MPS report tool from:

[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_SETUPPerf.EXE](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:

39916295-Server Status Report is not working.

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](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

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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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<Hi, I have lost all my reporting in the server management console along with my Intranet web site. I had tried to remove Exchange from the server due to not enough backup storage. Backups wouldn't run without errors or wouldn't finish. I had tried moving the exchange stores to another external HD using the wizards in the console. Didn't work, trashed Exchange. I followed the procedure to remove Exchange (article ID 833396). This is where everything really got trashed. I am at this point right now. My backups are running ok now, according to the log files/event manager but I can't see anything in the Server Management Console. I just get a HTTP 404 code and description. This is for anything that had a report in there.

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<Thanks in advance for any help! It's much appreciated!

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<Tim

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