

# RE: Exchange keeps crashing every two to three days

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg03611.html>

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- *From:* [v-robeli@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxxxxxxxx) (Robert Li [MSFT])
  - *Date:* Fri, 26 Oct 2007 04:17:14 GMT
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Hi Kevin,

Thanks for posting in our newsgroup.

Before we go further on this issue, please let me know the following information to make the situation more clearly:

When Outlook shows offline, do the System Attendant and Exchange Information Store services show Stop or Start?

Based on my research on Event ID 9175, the events appears when the following things occur:

1. The Microsoft Exchange Information Store is stopped.
2. The mailbox store is dismounted. Usually that's caused by dirty shut down.

More info:

Event ID 9175 is logged when you try to restart the Microsoft Exchange Information Store service

<http://support.microsoft.com/kb/320705>

Event 9175: The MAPI Call 'OpenMsgStore' Failed with the Following Error

<http://support.microsoft.com/kb/262456>

To find the root cause, we need to collect more information for deep research:

1. What important change did you make before the problem first occurred?
2. Do all users' Outlook show offline when the problem occurs? Please give me screen shot when Outlook shows offline.
3. Do you have third party Anti Virus software installed?
4. MPS Report

1) Visit

<http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9>

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- 15706/MPSRPT\_Exchange.EXE to download the file.  
2) Run the MPSRPT\_Exchange.EXE on the server box.  
3) Wait for 10~15 minutes.  
4) Open Windows explorer, navigate to %SYSTEMROOT%\MPSReports\Exchange\cab\  
5) Send the .cab file directly to v-robelt@xxxxxxxxxxxxxx with subject:  
40854825-Exchange keeps crashing every two to three days.

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

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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.

Any input or comments in this thread are highly appreciated.

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<Thread-Topic: Exchange keeps crashing every two to three days  
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<X-WBNR-Posting-Host: 207.46.192.207

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<From: =?Utf-8?B?S2V2aW4=?= <Kevin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
<Subject: Exchange keeps crashing every two to three days  
<Date: Thu, 25 Oct 2007 04:45:01 -0700  
<Lines: 25  
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<Priority: normal  
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<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:71609  
<NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<  
<Our exchange server 2003 sp2 on sbs2003 std keeps crashing. That is to  
say  
<that the exchange services say they are running, yet the clients outlook  
say  
<they are off line.  
<I can restart the System Attendant thereby rearting the information store  
<and they are back up and running. This is a ongoing issue that I need to  
<correct. Can someone please direct me...  
<  
<Event Log Applications...  
<Event Type: Error  
<Event Source: MSExchangeSA  
<Event Category: MAPI Session  
<Event ID: 9175  
<Date: 10/25/2007  
<Time: 6:18:50 AM  
<User: N/A  
<Computer: servername  
<Description:  
<The MAPI call 'OpenMsgStore' failed with the following error:  
<The attempt to log on to the Microsoft Exchange Server computer has failed.  
<The MAPI provider failed.  
<Microsoft Exchange Server Information Store  
<ID no: 8004011d-0512-00000000  
<  
<Thank you,  
<Kevin...  
<