

Re: Allocated memory alerts and changed threshold still doesn't si

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg01728.html>

- *From:* v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx (Manfred Zhuang [MSFT])
 - *Date:* Mon, 14 Jan 2008 10:23:15 GMT
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Hello Joe,

Thank you for posting here.

From your post, I understand that you receive performance alert emails frequently.

Before we go to any future, I'd like to confirm do you experienced really performance issue on these SBS Server or just received the alert. As you know, SBS is a higher integrated Server including Exchange, SQL and ISA. We have to check which process used high CPU and Memory utilization. You can check the Task Manager to confirm the situation.

Currently, I'd like to suggest you that perform following steps to narrow down this issue:

Step 1:

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First let's check which SQL instance used the high memory:

1. Open Performance in Administrative Tools.
2. Add the following counters:

Performance object: MSSQL\$MSFW-Memory Manager
Counter: Total Server Memory (KB)

Performance object: MSSQL\$MONITORING-Memory Manager
Counter: Total Server Memory (KB)

Performance object: MSSQL\$SHAREPOINT-Memory Manager
Counter: Total Server Memory (KB)

Then you can see which instance used high memory.

Step 2:

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After we isolate the suspicious instance, we can use max server memory to prevent SQL Server from using more than the specified amount of memory (we can also use min server memory to guarantee a minimum amount of memory to an instance of SQL Server). To do so, open a command prompt and run the following command:

```
osql -E -S sbsserver\SBSMONITORING
```

You will enter the osql command prompt. Run the commands below (replace <xxx> with the amount of memory):

```
1> EXEC sp_configure "show advanced options", 1
2> reconfigure
3> go
```

```
1> EXEC sp_configure "min server memory", <xxx>
2> reconfigure
3> go
```

```
1> EXEC sp_configure "max server memory", <xxx>
2> reconfigure
3> go
```

After doing the above steps, you may run the commands to check the configured memory usage:

```
1> EXEC sp_configure
2> go
```

After that please check how will things go? You may use Monitoring and Reporting snap-in in Server Management (under Change Alert Notifications, then select Performance Counters, and then check the Counter Average for Allocated Memory. You can then Edit that entry and replace the default threshold with the average for that system (plus some padding)).

Also STORE.exe will use as much memory as is available on the server, it is normal that Exchange 2003 store process uses about 500M memory. but will release the memory when other processes/applications need it. However, the "store.exe"-related processes like virus scanning may cause the memory usage increasing unexpectedly. For more Information about Exchange and Antivirus software, please refer to the following Microsoft Knowledge Base article:

328841 XADM: Exchange and Antivirus Software
<http://support.microsoft.com/?id=328841>

Another cause to the unexpected high memory usage of the Store.exe process is that the AV or backup program scan the MDBDATA folder. So please follow the article above to exclude the Exchange related folder in third-party application. Since this issue could occur because third-party application

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on SBS box, please schedule a down time to perform a clean boot to isolate this issue, to do so:

1. Click Start, click Run, type in "Msconfig" (without the quotation marks), and click OK.
2. In the System Configuration Utility (Msconfig) window, click to select the Selective Startup.
3. Click to clear the check marks from all of the choices below Selective Startup.
4. Click OK to close the Msconfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

I hope the above information is helpful to you. If the problem still occurs, please help me gather following information:

1. Please save several latest alert emails as .msg files and send them to v-mzhuan@xxxxxxxxxxxxx as attachments.
2. Please let me know which instance occupy the most memory.
3. Please download the MPS Report tool from the following link and run it on the SBS server, then send the generated CAB file to my mailbox v-mzhuan@xxxxxxxxxxxxx for further investigation so that we can find what the root cause is:

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

For your information:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F-88B7-F9C79B7306C0&displaylang=en>

Please try the above steps at your earliest convenience. If you have any concern, please feel free to let me know.

Best regards,

Manfred Zhuang(MSFT)
Microsoft 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

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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: Allocated memory alerts and changed threshold still doesn't
si
| thread-index: AchTjQxW2GKv9ojKT1uvmV98dHwktA==
| X-WBNR-Posting-Host: 207.46.19.168
| From: =?Utf-8?B?Sm9IRg==?= <JoeF@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <9F3EB149-B9E2-4432-94C2-FC05129347F5@xxxxxxxxxxxxxx>
<uHdVYogUIHA.484@xxxxxxxxxxxxxxxxxxxxxxxx>
<2D4F5FF3-1553-49D0-B6B2-CDAABEE8EBE5@xxxxxxxxxxxxxx>
<e6vV5qyUIHA.5300@xxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Allocated memory alerts and changed threshold still doesn't
si
| Date: Thu, 10 Jan 2008 05:31:04 -0800
| Lines: 61
| Message-ID: <D51632FB-FED9-44CE-B2E3-DE3CD306A3A8@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 V6.00.3790.2992
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:85790
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Yes. Seems OK now...but it will happen again soon...
|
| "Susan Bradley, CPA aka Ebitz - SBS Rocks" wrote:
|
| > Did you reboot?

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|>
|> JoeF wrote:
|>> I got 3 error yesterday and I chnged the allocation threshold again
|>> today(FROM 3147483648 TO 3547483648)
|>>
|>> This is the alert:
|>> Alert on SBSERVER1 at 1/7/2008 9:00:29 AM
|>>
|>> A large amount of memory is committed to applications and processes.
|>> Consistently high memory usage can cause performance problems.
|>>
|>> To determine which processes and applications are using the most
memory, use
|>> Task Manager. Monitor the activity of these resources over a few
days. If
|>> they continue to use a high level of memory and are less critical
processes
|>> or services, try stopping and then restarting them.
|>>
|>> You can disable this alert or change its threshold by using the
Change Alert
|>> Notifications task in the Server Management Monitoring and Reporting
taskpad.
|>>
|>>
|>> "Susan Bradley, CPA aka Ebitz – SBS Rocks" wrote:
|>>
|>>> Are they real alerts or ghosts of the ones you had before?
|>>>
|>>> JoeF wrote:
|>>>> I have changed my Allocated memory threshold due to the multiple
daily alerts
|>>>> I've been getting.
|>>>>
|>>>> I changed it to 3547483648 and my 30–day counter average is
2,718,415,307.1
|>>>> It appears SQL 2005 workgroup server is the biggest memory hog(I
knew that)
|>>>> and I have Sharepoint running on the Sql server for full text
searching. Does
|>>>> any of the following appear out–of–the–ordinary?
|>>>>
|>>>> Top 5 Processes by Memory Usage
|>>>>
|>>>>
|>>>> Process Name – ID Memory Usage
|>>>> sqlservr – 1840 1,661 MB
|>>>> store – 4248 571 MB
|>>>> services – 436 117 MB
|>>>> sqlservr – 1864 70 MB
|>>>> w3wp – 6304 50 MB

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|>>>>
|>>>> Top 5 Processes by CPU Usage
|>>>>
|>>>> Process Name – ID CPU Time
|>>>> ntbackup – 10088 2.8 %
|>>>> svchost – 900 0.7 %
|>>>> wmiprvse – 4228 0.6 %
|>>>> dsm_sa_datamgr32 – 1500 0.3 %
|>>>> VProSvc – 3004 0.3 %
|>>>>
|>>>> Thanks for any help...
|>>>>
|>>>> –JoeF
|>
|
```

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