

Re: Small Business Server 2003 lockups

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg03978.html>

- *From:* "RobertPC" <robertmbl@xxxxxxxxxxx>
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Sounds like you have a power supply problem..

1. Check the power supply in the PC... (Call Dell)
2. Check the power at the outlet.. (Call an electrician)

<nicons@xxxxxxxxxxxxxxxx> wrote in message

news:8f951582-d065-4af1-8719-fa7d597085d3@xx

Here is a summary of my problem. The machine is a Dell Poweredge 840 running Small Business Server 2003. For the last 8 months or so the server has been locking up. It is a full system lockup as we cannot bring up taskmanager or anything else. Our only option is to hold the power button and manually reboot. Sometimes it will go a week and a half with no problems, other times it will lockup 1 to 3 times a day every day or so. Unfortunately there are absolutely no stop errors or event log entries to point in any direction. All I get is a system log message saying that the previous system shut down was unexpected, no other corresponding messages or minidumps. At this point I have exhausted all the ideas I can come up with short of reformatting, reinstalling the OS and rebuilding the domain, which I would like to avoid of course. Here is the rundown on what I have tried. Virus / spyware scans all come up clean. Additionally I tried removing the virus and spyware programs and any other unneeded applications. Essentially all that is running on the machine now is Avimark (A veterinary database) and Quicken. I have even shut down services that we don't use, ie exchange. I have downloaded all the latest updates, firmware and drivers from Microsoft and Dell. I have run full hardware diagnostic scans with my UltraX test card and found no problems. I worked for about 6 weeks with Dell tech support running numerous DSet scans and hardware diagnostics. During this time we did get a few stop errors and associated minidumps pointing to an integrated video hardware issue although they never seemed to correspond to the system lockups. They replaced the motherboard in October and we haven't had a stop error since then. They eventually concluded that the lockups are not hardware related and are now out of the picture. I have swapped out the PSU and RAM with known good replacements. I have worked with Avimark tech support and they say they find no problems with the database. Is there anything else I am missing, or any other tools available to pin down the problem without reformatting and rebuilding

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the domain?