

Failed update, no emails, no remote web access

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Hi all,

We have SBS 2003 standard behind a Sonicwall TZ 180. Everything fine until this morning.

Since this morning, we have no more remote web access, emails are not coming in and our WM6 devices don't connect. We still have VPN connectivity, which is how I was able to 1) check my outlook inbox, testing emails and seeing that I did not get any ; 2) check out that the IIS service was off and that I could not restart it manually; 3) successfully rerun the remote access wizard — to no avail though as the situation continued unchanged; 4) finally, in desperation, attempt to remotely reboot the server.

The reboot did not work. The server has been stuck for more than an hour now with the message (translated from French): "Don't turn off your computer, it will be turned off automatically – Update being installed (1 of 1)". We still have VPN access.

So I strongly suspect that all this is related to an update that has somehow gone wrong.

Should I go to the office and turn off the power manually? I have to say I have no idea how to proceed next.

Any help greatly appreciated !

Charles

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