

Re: Question About Kernal Dumps, system crashing

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-03/msg01780.html>

- *From:* Steve <Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 13 Mar 2008 15:11:00 -0700
-

Just today Trend Micro released urgent & critical updates for SMB 3.5+3.6 CGI Server components. I just installed them, will see if it has an effect. I also did an in place update to the Embedded SATA Raid Controller driver, also reset the paging file.

"Dave Nickason [SBS MVP]" wrote:

Do you have Trend set to update at midnight? Or anything going on with Trend that could be causing this? Is your Trend software up to date? (I always like AV as a possibility for otherwise unexplained software issues. Not just Trend, but anybody – AV is often the cause).

You could try reinstalling that driver, checking the ASUS support web site, or contacting their tech support.

Personally, I think it would be quite unusual to have hardware cause 3 system crashes at the same time of day. Also, I'd expect a RAM issue to be more prevalent while the server is under heavier load (I get that backup is running, but it has been running for a while by them).

If the motherboard or RAM manufacturer has a diagnostic tool, I'd try that. Otherwise, one suggestion would be <http://oca.microsoft.com/en/windiag.asp>.

"Steve" <Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:78D4D137-0238-4796-AB81-B3E535BBDAFE@xxxxxxxxxxxxxxxxxxxx>

Sorry, it is a ASUS P5M2 server board. I ran the debugger on the entire memory.dmp from last night, besides the MegaIDE.sys, it also reported 3 Trend Micro .sys files. What program would you suggest using to test the ram?

"Al Williams" wrote:

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I'd still run a full overnight memory test to rule out bad RAM as any driver will fail with bad RAM.

Can't find a ASUS P552 mobo but if it's a desktop mobo then you can be asking for trouble running server 2003 on it. Most don't have win2003 drivers so you need to use XP ones and don't install anything except the bare drivers.

--
Allan Williams

"Steve" <Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:8FEA811C-08F4-48FA-92E1-BC12E2AD351B@xxxxxxxxxxxxxxxxxxxx

Hello,

as Dave suggested I downloaded and ran the latest debugger over the mini-dump files from the last few days. The mini-dumps are created even if it is not defined in the dump settings.

The culprit seems to be the MegaIDE.sys which belongs to the LSI Logic Embedded SATA Raid Controller on an ASUS P552 Motherboard. Driver version is 4.2.1011.2005 from 7/23/2007 and is Microsoft Windows Hardware Compatible.

I looked for newer drivers at ASUS and I have the latest. I do not know the exact model of the chip to go downloading anything from LSI Logic. Microsoft is not publishing updated drivers.

I have the system drive running on this

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controller in
RAID-1(2xSATA3.0),
Data is running on a RAID-5 array using a
separate SCSI card.

I'm wondering if simply removing and
re-installing the current driver
would
help?

"Al Williams" wrote:

That stop code looks to be
in the 0x7F arena
(hardware)...

<http://support.microsoft.com/?kbid=137539>

Run diagnostic software and
test the RAM in the
computer. Replace any
RAM
reported as bad. Also, make
sure all the RAM in the
computer is the
same
speed. This is MS's tester:

<http://oca.microsoft.com/en/windiag.asp>

or you can use memtest86:

<http://www.memtest86.com/>

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Allan Williams

"Steve"

<Steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:0B253D67-5F03-4BB8-97C2-8981E6172003@xxxxxxxxxxxxxxxxxxxx

My
SBS2003
STD
continues to

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reboot
nightly, this
time with
the
following.
I
found the
exact error,
requested
and
downloaded
the hotfix,
only to
find
that
i already
had it
applied. I
read
somewhere
else to
download
and
apply
hotfix
KB937455,
which is a
newer
version of
the previous
KB. I was
also
told
to
refer to
KB307973
to check for
proper
settings in
the kernal
dump
properties.
I'm running
sbs on a
32-bit box
with 4gb of
mem. In
KB307973
it
states
that

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'the
maximum
amount of
space that
must be
available
for a kernal
memory
dump
on a 32-bit
system is
2GB plus
16MB' Just
below that
is a table
that
says
the
'Paging file
should be
no smaller
than 2GB
plus
16mb'...
which is
true?
The
system
allocated
and
recommended
Paging File
size is
6142MB or
6GB.
What
are
the correct
settings?

KB937455
also does
not describe
the error
and stop
codes i am
experiencing,
though it
does
address the
random

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re-boot
issues. Any
Advice is
Appreciated!

Event Type:
Error
Event
Source:
System
Error
Event
Category:
(102)
Event ID:
1003
Date:
3/13/2008
Time:
6:42:38 AM
User: N/A
Computer:
PFLSERVER
Description:
Error code
1000007f,
parameter1
00000008,
parameter2
80042000,
parameter3
00000000,
parameter4
00000000.

For more
information,
see Help
and Support
Center at
<http://go.microsoft.com/fwlink/events.asp>.

Data:
0000: 53 79
73 74 65 6d
20 45
System E
0008: 72 72
6f 72 20 20
45 72 rror
Er
0010: 72 6f

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72 20 63 6f
64 65 ror
code
0018: 20 31
30 30 30 30
30 37
1000007
0020: 66 20
20 50 61 72
61 6d f
Param
0028: 65 74
65 72 73 20
30 30 eters
00
0030: 30 30
30 30 30 38
2c 20
000008,
0038: 38 30
30 34 32 30
30 30
80042000
0040: 2c 20
30 30 30 30
30 30 ,
000000
0048: 30 30
2c 20 30 30
30 30 00,
0000
0050: 30 30
30 30 0000