

Re: Server Frozen

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-03/msg02440.html>

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 - *Date:* Thu, 20 Mar 2008 23:22:05 -0400
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I installed a dlt tape drive on its own dedicated scsi card in a Server 2003 running Oracle. As soon as you started to do a backup some services would stopped. Removed the tape drive and installed it on the SBS in the same office. It works fine. Different scsi card though.

On Thu, 20 Mar 2008 17:52:49 +0000 (UTC), Jason <not@xxxxxxxx> wrote:

Sounds like the tape drive is dying. We had a Sony SCSI tape drive go bad a few weeks back. Server would freeze completely and need to be powered off. I ran Sony's tape diagnostics tools and support saw the tape drive was dying, so they issued us a replacement drive and the issue disappeared.

I've been struggling with a strange problem for the past few weeks. It seems that every few days, my clients' SBS 2003 Standard server freezes up while running the SBS backup. The only way to bring the server back online is a hard reset. Because it freezes up, there is nothing in the logs except for the unexpected shutdown. From looking at the times, it always happens 1 3/4 hours into the backup. It will also run fine for days. By looking at the successful backup logs, this is about the time it finishes the data backup and goes to do the System State and Exchange Store. I think it has something to do with one of these.

Server Specs:

HP ML350

4 GB RAM

(2) RAID 1 Mirrors (C: 38GB for OS and D: 146GB for Data) SAS drives
Ultrium 448 SCSI Tape Drive – internal

Other than the tape drive, all equipment was new. The tape drive was pulled from their other server and was working fine beforehand. The SCSI termination appears to be okay. The entire setup ran fine for over 2 months before the problems started.

I updated the driver and firmware for the tape drive but it did not resolve anything. Today, I plan to install a USB drive temporarily

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for the backups to eliminate the tape drive from the equation. I've seen problems like this before due to heat but I don't think this is the problem here. It literally happens at the same exact time. It just doesn't happen every single day. It's about 2–3 times per week.

Has anyone run into a similar situation? We're pulling our hair out trying to figure this one out.

Jim Magee
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