

RE: BSOD with possible volsnap.sys as possible cause

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-06/msg02013.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Mon, 23 Jun 2008 05:08:19 GMT
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Hello Customer,

Thank you for posting here. Let's also thank Mike and Bill for the input.

According to your description, I understand that you get BSOD error once a month on your SBS. If I have misunderstood the problem, please don't hesitate to let me know.

Since this issue happens once a month, it will be hard to troubleshoot. We may need to spend more time on it. Meanwhile, this is a bottom error message, you may need memory dump on it. So if you would like to call CSS for assistance, I would be appreciate and think it is a more effective ways. To obtain the phone numbers for specific technology request please take a look at the web site listed below.

<http://support.microsoft.com/default.aspx?scid=fh:EN-US:PHONENUMBERS>

If you are outside the US please see <http://support.microsoft.com> for regional support phone numbers.

However I will do my best to be of assistance if you still want to continue here.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

1. This issue may related to some hardware failure. Please contact HP to check and ensure all parts of the hardware on SBS are running fine.
2. Some 3rd-party software on SBS may cause the issue. I suggest you uninstall any unimportant 3rd-party software on SBS to monitor this issue. Clean boot on SBS will be good to isolate this issue.

To clean boot the problematic computer, please use the steps below:

- a. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.

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b. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.

c. Click to clear the check mark from the "Load startup items" below Selective Startup.

d. Click the Services tab, click to check the "Hide All Microsoft Services" box, and remove all the check marks from the remaining Non-Microsoft Services. Please note that the Exchange services could be marked as non-Microsoft. Please do not disable those services.

e. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

f. After restarting, please check whether this issue will reoccur.

If we cannot resolve the issue after we perform the steps above, please help me collect some information for further investigation:

1. Please capture screenshots of the error messages and send the pictures to me at v-terliu@xxxxxxxxxxxxxx

2. Gather MPS network report on SBS:

a. Download MPSrepot_network from http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE

b. Run MPSRPT_NETWORK.exe.

c. The tool will automatically collect the information. This procedure will take 10~15 minutes.

d. Open Windows Explorer, navigate to the folder:
%SystemRoot%\MPSReports\Network\Reports\Cab\

e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu (MSFT)

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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 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: BSOD with possible volsnap.sys as possible cause
thread-index: AcjTFxOfOALgwtV4TV6cFLbzNt6qcA==
X-WBNR-Posting-Host: 207.46.19.197
From: =?Utf-8?B?bmFwaHRhbGk=?= <naphtali@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: BSOD with possible volsnap.sys as possible cause
Date: Fri, 20 Jun 2008 13:49:04 -0700
Lines: 10
Message-ID: <A2FCC074-5D6F-475A-9288-68D7306C06A8@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:112560
NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
X-Tomcat-NG: microsoft.public.windows.server.sbs

Environment: Single server with SBS 2003 R2 SP2 on an HP ML350G5.

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Approximately once a month the server produces a 0x000000D0 BSOD.

Examining

the .dmp file with WinDBG points to volsnap.sys as a possible cause.

Running

!thread and !process did not yield the Image name other than "Idle".

I cannot find any correlation to activities or processes on the server.

One

BSOD was at 5:00am and the others at random times during the work day.

Any ideas?

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