

Re: Mysterious ISA firewall /SQL lock-up and server slow-down

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-09/msg00687.html>

- *From:* luckfinz <luckfinz@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 9 Sep 2008 10:05:01 -0700
-

OK, an update...

Changing the ISA logging to text didn't change anything...

The culprit seems to be the WSUS "Update Services Auto approval" task. I changed this task to run only at night, and the problem has gone away! I left the server performance task alone as a hunch, and indeed, it didn't cause the problem.

Now, my follow-up question is this...is it OK to only have this run at night only? Any disadvantages I should be aware of? Any ideas to make this process not take 100% CPU when it does run?

I wonder if I should go back to WSUS 2.0...I don't recall having the issue then.

Thanks!

"Miles Li [MSFT]" wrote:

Hello,

Thank you for posting here.

According to your description, I understand that:

You receive the Event ID 14079 that indicates ISA service is unexpected stopped every hour.

If I have misunderstood the problem, please don't hesitate to let me know.

Suggestions:

=====

I suspect that this may be a sever performance issue. By default, the

Re: Mysterious ISA firewall /SQL lock-up and server slow-down

Performance report will contain the ISA logs, RRAS logs, or Backup logs. Performance data collection is triggered by a Task Scheduler task called Collect Server Performance Data (%sbsprogramdir%/monitoring\mssbssr.exe -perf). It gathers server performance statistics, and then places that data into the database. The scheduled task is configured to run every hour and it is very CPU and disk intensive. On some machines with slow disks or slow CPUs will result in the similar issue. To narrow down the issue, you can manually change the task schedule to check how it works such as making it run every 2 hours or only running at night when no-one is onsite.

For the further investigation, please help to answer the following questions:

Information needed:

=====

1. Will the users lose the Internet connectivity when you receive the Event ID 14079?
2. If possible, how everything works if you disable the Collect Server Performance Data task?

Generally speaking, performance issues are difficult to troubleshoot. To troubleshoot the issue, we usually need to spend quite some time to perform steps to find the problem causer due to complexity on technical side. If this issue is urgent, we highly recommend you contact Microsoft Product Support Services so that a dedicated support professional can resolve the issue for you in the most efficient way. The Public Partner Newsgroup Support is mainly for non-urgent break fix issues where a response within 24-hours is acceptable. I appreciate your understanding and cooperation during the troubleshooting process.

<http://support.microsoft.com/?LN=en-us&scid=gp%3Ben-us%3Bofferprophone&x=3&y=11>

<http://support.microsoft.com/common/international.aspx>

Hope it helps. If you have any questions or concerns, please do not hesitate to let me know.

Best regards,
Miles Li

Microsoft Online Partner Support
Microsoft Global Technical Support Center

Get Secure! – www.microsoft.com/security

=====

When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

=====

This posting is provided "AS IS" with no warranties, and confers no rights.

Re: Mysterious ISA firewall /SQL lock-up and server slow-down