

RE: Exchange 2000 ms02-025 hotfix Q320436 caused SA to hang on re start[Scanned]

Source: <http://www.derkeiler.com/Mailing-Lists/securityfocus/focus-ms/2002-07/0062.html>

From: YAO,TONY (HP-NewZealand,ex1) (tony_yao@hp.com)

Date: 07/16/02

From: "YAO,TONY (HP-NewZealand,ex1)" <tony_yao@hp.com>

To: "'Nizam'" <snizam@globalsw-in.com>

Date: Wed, 17 Jul 2002 07:48:00 +1000

As said, you need to do two things to fix it. Your problem may be related to the message tracking share. Delete it and reboot your machine... SA should start correctly.

-----Original Message-----

From: Nizam [<mailto:snizam@globalsw-in.com>]

Sent: Tuesday, 16 July 2002 5:41 p.m.

To: YAO,TONY (HP-NewZealand,ex1)

Cc: focus-ms@securityfocus.com

Subject: RE: Exchange 2000 ms02-025 hotfix Q320436 caused SA to hang on restart[Scanned]

The same problem I had in my win2k server and resolved this by uninstall and installed the appropriate hot fix.

But whenever I restart my server SA failed to start automatically but starts manually.

Can anyone explain how to resolve this?

Regards,

Nizam - Network Administrator

Global Software (India) Pvt.Ltd.

Phone: 91-44-431 1061

Fax : 91-44-435 8488

snizam@globalsw-in.com

For further information about Global and its services please visit www.globalsw.com

Confidentiality and Virus Statement

The contents of this e-mail are confidential to the ordinary user of the e-mail address to which it was addressed and may also be privileged. If you are not the addressee of this e-mail you may not copy, forward, disclose or

otherwise use it or any part of it in any form whatsoever. This e-mail is not, and should not be deemed to be, a contract or any part of a contract. If you have received this e-mail in error please notify the sender.

Whilst Global has taken every reasonable precaution to ensure that this e-mail and any attachments are free from any virus, we cannot accept liability for any damage which is sustained as a result of software viruses which may be contained in this email. We advise that in keeping with good computing practice the recipient should ensure that this e-mail and any attachments are actually virus free.

-----Original Message-----

From: YAO,TONY (HP-NewZealand,ex1) [mailto:tony_yao@hp.com]

Sent: Tuesday, July 16, 2002 3:22 AM

To: jmcguire@sbc.com; focus-ms@securityfocus.com

Subject: RE: Exchange 2000 ms02-025 hotfix Q320436 caused SA to hang on restart[Scanned]

Yes, I had the same problem before and I reported to MS. I was told by MS they had been seeing similar problem around the world and the answer was a wrong file had been put on the WEB!!! Apparently they still haven't fix this up on web.

You need to do 2 things to fix this (uninstall the patch you installed first):

1. Recreate the message tracking share

The message tracking log share is typically located at the C:\PROGRAM FILES\EXCHSRVR\

Delete the <COMPUTERNAME>.LOG share itself. The SA service will re-create it on startup and establish new permissions on the share automatically.

2. Connect to ftpss.microsoft.com site, go to outgoing/mail directory, download Q320436enui386.EXE file which is the correct one and apply. Server reboot is required after patch installation.

Cheers,
Tony

-----Original Message-----

From: jmcguire@sbc.com [mailto:jmcguire@sbc.com]

Sent: Friday, 12 July 2002 10:24 a.m.

To: focus-ms@securityfocus.com

Subject: Exchange 2000 ms02-025 hotfix Q320436 caused SA to hang on restart

Has anyone else had trouble with this hotfix? I hadn't seen anything posted so hoped it was safe to install this hotfix, but it didn't work out. Here's what happened to me:

- * Beginning with Exchange 2000 SP2 on Win2k SP2 plus rollups and hotfixes.
- * After hotfix installation, the installer starts up Exchange services. SA wouldn't failed to start and was hung in services saying "stopping". Eventually it cleared to a blank status.
- * Attempted to start manually and it hung "starting", with error popup.
- * Rebooted and still hung "starting" with error pop-up that a service or driver failed to start.
- * Uninstalled Q320436 and rebooted.
- * SA and other services started and ran fine.

JOHN MCGUIRE CISSP, MCSE2k, MCSE+I, MCT
888.529.0401
jmcguire@sbc.com
Strictly Business
www.sbc.com

- **Previous message:** [Marc Fossi: "SecurityFocus Microsoft Newsletter #95"](#)
- **Messages sorted by:** [\[date \]](#) [\[thread \]](#) [\[subject \]](#) [\[author \]](#) [\[attachment \]](#)