

Re: IIS/SQL Crashing

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.inetserver.iis.security/2004-01/0764.html>

From: Robert Abela (robert_at_gfi.com)

Date: 01/29/04

Date: Thu, 29 Jan 2004 10:44:26 +0100

Hi desmond,

Since it is a production server we merely have chance to check all these things unfortunately :\ Though we do not use any third party dll's etc, though do you think it can be some bad code from the webdevelopers when communicating with SQL?

Regards,
Robert Abela

"Desmond Lam" <deslam@online.microsoft.com> wrote in message news:eNn42Zk5DHA.2344@TK2MSFTNGP09.phx.gbl...

> *Hi Robert,*

>

> *Based on event log, there is probably a fatal error in your application that*

> *cause the worker process to crashed. There are many possible reasons to the*

> *cause of an application crash such as memory access violation or stack*

> *corruption. Sometimes it may be due to some miscompiled dll or third-party*

> *drivers that causes the problem. The best way to determine is to perform*

> *user-mode debug of the worker process memory space at the time of the crash.*

>

> *You may go to Microsoft website at*

> *<http://www.microsoft.com/whdc/ddk/debugging/default.mspx> to download the*

> *tool and there are also instructions available on how to go about setting*

> *up*

> *the debugger and attaching it to the IIS process to capture the dump when*

> *it*

> *crashes.*

>

> *However analysing the dump file requires quite a bit of knowledge on*

> *programming, assembly language, and OS internals, it can be pretty*

> *challenging to layman.*

>

> *Here are some link that you may find helpful:*

>

> *HOW TO: Use ADPlus to Troubleshoot "Hangs" and "Crashes"*
> <http://support.microsoft.com/?id=286350>
>
> <http://www.microsoft.com/whdc/ddk/debugging/DBG-KB.msp>
>
> *Have fun!*
> *Desmond*
>
>
> *"Robert Abela" <robert@gfi.com> wrote in message*
> *news:%23I9PKb5DHA.2740@TK2MSFTNGP09.phx.gbl...*
> *> Hi we run a website based on htm/html pages, asp scripts and an SQL*
> *backend.*
> *> Before we had a problem and were having a lot of events in the sys event*
> *log*
> *> and after some time, if i try to access the website i would have an*
> *error*
> *> "Service Unavailable"*
> *>*
> *> Then i turned the web server to run in "Isolation Mode" though*
> *everyosome*
> *> time it seems that the IIS stop communicating with the SQL server. In*
> *fact*
> *> the whole pages load up but the SQL driven data won't show up :\
> >*
> *> The only even we are finding on the web server is this:*
> *>*
> *> Event Type: Warning*
> *> Event Source: W3SVC-WP*
> *> Event Category: None*
> *> Event ID: 2237*
> *> Date: 1/28/2004*
> *> Time: 3:30:03 PM*
> *> User: N/A*
> *> Computer: S42910*
> *> Description:*
> *> Out of process application '/LM/W3SVC/179685904/Root' terminated*
> *> unexpectedly.*
> *>*
> *> For more information, see Help and Support Center at*
> *> <http://go.microsoft.com/fwlink/events.asp>.*
> *>*
> *> Also i found other events that say the the IIS services has terminated*
> *> unexpetadly and they are being restarted automatically. Any help please*
> *> would be really appreciated cause i am getting mad.*
> *>*
> *> Regards,*
> *> Robert Abela*
> *>*
> *>*
> *>*

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