

## Re: Exmerge problem!!!

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2004-04/4476.html>

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**From:** Geoffrey Pagel ("*Geoffrey*")

**Date:** 04/27/04

Date: Tue, 27 Apr 2004 13:45:17 -0500

Hey there --

We had a tough time with this, too, but eventually got it to work. Here's how we did it:

1. Create a new security group called "Exmerge" in Active Directory
2. Place a user account with which you want to use the ExMerge tool in the new group -- this must be a standard user account, and cannot be an administrator of any kind
3. In the Exchange System Manager, locate the MAILBOX STORE you wish to access, right-click it, then choose Properties
4. Select the Security tab, then add and grant FULL CONTROL permission to the security group you created in step 1
5. Click OK to close the object Properties
6. Repeat 3 through 5 for each mailbox store you need to configure

We tried adding this permission further up the line like the KB article said, but this accomplished nothing. It worked beautifully when we applied the settings to the individual mailbox stores, though. Let me know if this clears up the problem for you (I certainly hope it does).

\*\* Something I did not mention in my personal reply to Niko was that you must grant the new security group the ability to log on locally to the Exchange Server, unless you use the Run As feature to execute the ExMerge utility under a different user context.

Regards,

Geoffrey  
Technical Support Consultant  
Computer Science Department  
Northwestern University

"Niko" <sokin\_p@hotmail.com> wrote in message  
news:25051e3c.0404270636.68b5e61a@posting.google.com...  
> *Well we've got an Exchange 2003 on a Win 2003 Domain.*  
> *I've followed the instructions on MS's article 292509 with no luck.*

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microsoft.public.exchange.admin: Re: Exmerge problem!!!

- > *I've done this on the Exchange server having logged on using the*
- > *account which was added to the new group. I've stopped and started the*
- > *Information Store, no nothing. It just denies me access to the Mailbox*
- > *Store I want. And this is the message I get:*
- >
- > *Error encountered getting mailbox information from the private*
- > *information store database on server 'Server Name'. Make sure you have*
- > *adequate permissions on the Information Store object. Please refer to*
- > *the 'Log file not initialized' log file for more information.*
- >
- > *I'd be surprised if there was a log file named Log file not*
- > *initialized!!! : )*
- > *There must be something I don't understand...*
- >
- > *Any help much appreciated!*