

# Top of Information Store – Exch SP1 --> SP2

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Hi

we moved recently to a new service pack with our Exchange Server.

Unluckily after the installation of the SP I had to restore a mailbox from an older backup. The restore worked, in System Manager I can see that the mailbox is full (4GB) but when accessing it via Outlook the "old" mail items can't be found.

Via the backup log (which logs the folders) I was able to determine that all the "old" mails are in folders like  
– Ordner Ulf Hettstedt [uh94532221]?Höchste Hierarchiestufe des IS?Posteingang

the "new" mails are in folders like:  
– Ordner Ulf Hettstedt [uh94532221]?Top of Information Store?Posteingang

The only solution I found on the web was installing a new server, installing a new Exchange Server (no SP), restore the mailbox, login the mailbox with a german client, update with service pack, backup mailbox and restore on original server.

My problem with that is, I have no way to restore from the backup tape (SDLT) on a non-production server (the internal tape drive can only be attached to our two DCs).

Is there another tool to access the folder structure. Since the backup software can still find the mails, it must be possible?

I tried Exmerge it actually stated the estimated Disk Space for the export as being quite high (something like 7.8GB for the 4GB mailbox), but the exported PST was only 200MB, obviously Exmerge did not tap into the other folder structure.

Any replies are most welcome  
Ulf

- Prev by Date: *message forwarding problems*
- Next by Date: *Re: External email coming in to one domain but not the another on the same server... HELP!*
- Previous by thread: *message forwarding problems*
- Next by thread: *Re: Top of Information Store – Exch SP1 --> SP2*
- Index(es):
  - ◆ *Date*
  - ◆ *Thread*