

no mailboxes in private foulder

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-06/msg03565.html>

- *From:* Allen R. <Allen.R.@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 30 Jun 2006 11:14:01 -0700
-

Ok, i posted this on another board but with no help. here is the problem and what has been asked so far. Please help me with this, i have only a limited experience with exchange.

I don't know if this has anything to do with my earlier post but i think this is the real problem

When i click on "mailboxes and stuff" i get

"the action could not be completed because the microsoft exchange information store service is unavailable. Be sure that the service is running and you have network connectivity to the microsoft exchange server computer"

Operation: Retrieving mount information
ID No: c1041721
Exchange System Manager

Ok, but all the services are running....

I have no clue what is going on.... I am not an Exchange guy i have had little exp. but was thrown into this mess. Any help would be nice...

Allen R.

Tek-Tips Forums is Member Supported. Click Here to donate.
paulha (TechnicalUser) 30 Jun 06 4:42
Ping the exchange server

Do you get 4 replies ?

Thank paulha

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paulha (TechnicalUser) 30 Jun 06 4:44
Cancel that, I have just re-read the question.

How big are the exchange databases ?

Thank paulha

havensov (IS/IT--Management) 30 Jun 06 8:31
1.4 g and just over 1g

There is 3g of space free on the drive.

I need to get this fixed soon, would it be better to reinstall Exchange and grab the back ups of the email or is that worse then trying to find the problem?

-Allen R.

paulha (TechnicalUser) 30 Jun 06 8:44
Lets start from the beginning to clarify things a bit

On your exchange server, open ESM, expand down to your stores. (normally something like Administrative groups / First administrative group / Sservers / yourservername / first storage group)

Right click the mailbox store, is the first option "mount store" or is it "dismount store" ?

Thank paulha

havensov (IS/IT--Management) 30 Jun 06 9:03
Mount store, but its shaded and can not be clicked.

Also, so all the info is here... i had some problems with WINS the day prevous, don't know if they are related, but just incase.

-Allen R.

lander215 (IS/IT--Management) 30 Jun 06 9:16
Have you tried a simple reboot of the server?

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I'm Certifiable, not cert-ified.
It just means my answers are from experience, not a book.

Thank lander215

havensov (IS/IT--Management) 30 Jun 06 9:24
oh yeah, reboot, restart DNS, emptied archives, but it all comes down to is
that exchange doesnt see the message store and they dont see exchange....

Ok, we got hit with some major email and maxed out the drive two days ago...
that when all this start to go south. I had it all working again, but after
a few hours it all went down and i haven't been able to get it back up.....

Anyone else also knows that the pwers that be are leering over my shoulder
asking when it will be fixed....

Thanks to all that are trying, any other thoughts?

-Allen R.

lander215 (IS/IT--Management) 30 Jun 06 9:40
You're going to need to expand your drive space. What's your server
arrangement? RAID? Number of drives, etc....
I'm Certifiable, not cert-ified.
It just means my answers are from experience, not a book.

Thank lander215

havensov (IS/IT--Management) 30 Jun 06 9:57
how much more space do i need. there is 2.8 gig free on the drive where the
data bases are call this drive E:... ont he system file one there is 1.5 gig
free....

Now, both of these drives were maxed out by what ever hit us and flodded the
system.

-Allen R.

paulha (TechnicalUser) 30 Jun 06 10:38

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Check that the Information Store and System Attendant services are running.
If they aren't, start them then try mount the stores.

Note anything of relevance in the Application Log and post Event ID, Source
and Descriptions back here

Thank paulha

havensov (IS/IT—Management) 30 Jun 06 10:48
they are both running.

The application log is clean,

ID No: c1041721 is the one i get when i try to look at "mailboxes and stuff"

—Allen R.

paulha (TechnicalUser) 30 Jun 06 11:00
Where do you find "mailboxes and stuff" ?

Can you right click the mailbox store, go to properties this time, then
database tab. Does it show the correct location for the database

Can you tell us more about this flood of email you had, how you knew that
the drives you have were maxed out (both of them ?) and what you did to
reclaim the space

Cheers

Paul

Thank paulha

lander215 (IS/IT—Management) 30 Jun 06 11:01
Where are you seeing "Mailboxes and stuff"?
I'm Certifiable, not cert-ified.
It just means my answers are from experience, not a book.

Thank lander215

havensov (IS/IT—Management) 30 Jun 06 11:18

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Exchange System Manager—Administrative groups—"Domain name"—Servers—"server name"—mailboxes and stuff

When i click on "mailboxes and stuff" is when i get the error.

—Allen R.

lander215 (IS/IT—Management) 30 Jun 06 11:25

I'm confused. After you get to your server name, you should then next go to your Storage Group, but your saying that yours says "Mailboxes and stuff"?

What version of Exchange are you running exactly?

I'm Certifiable, not cert-ified.

It just means my answers are from experience, not a book.

Thank lander215

havensov (IS/IT—Management) 30 Jun 06 11:28

2000, i think... the disk i have just says Exchange on it.

Where would i find that info. Again, i was thrown into this mess with little knowlage of exchange.

—Allen R.

pgaliardo (MIS) 30 Jun 06 11:33

lander215, I never tried this before, but is it possible someone changed the name of First Storag Group to 'mailboxes and stuff'? I was getting confused myself trying to follow this thread.

Thank pgaliardo

havensov (IS/IT—Management) 30 Jun 06 11:36

ok inside of "mailboxs and stuff" is "private information store" and "public information store" Does this help?

—Allen R.

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lander215 (IS/IT—Management) 30 Jun 06 11:50

Click on "Servers", then look in the right hand window and it will tell you what version you're running.

Wow...yes, someones named the storage group "Mailboxes and stuff"...sorry..can't fathom that one.

Click on the "Private Information Store" and what is under that? You should eventually find your mail stores. Right click on them and confirm the stores are dismounted (covering old ground, but lets be sure). If there are multiple stores, confirm they're all dismounted (they'll have the option, available or not, to mount).

If the stores won't/can't mount, reboot the server, let it come up, then go to your log files (application and system) and report back the errors. There has to be an error as to why the stores won't mount.

My bet is, regardless of what explorer is telling you, there is not enough space to mount them.

I'm Certifiable, not cert-ified.

It just means my answers are from experience, not a book.

Thank lander215

havensov (IS/IT—Management) 30 Jun 06 11:53

Ok, version 6.0 (Build 6249.4 SP3)

Ok, i click on the private information store and there is nothing there.....
the icon has a red down arrow on it...

-Allen R.

lander215 (IS/IT—Management) 30 Jun 06 12:08

Ok, we're talking apples to apples then...good.

Go ahead and reboot, check the logs and you should find one that will tell you the store can't mount and why.

I'm Certifiable, not cert-ified.

It just means my answers are from experience, not a book.

Thank lander215

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havensov (IS/IT—Management) 30 Jun 06 13:11
ok, here is the messages upon boot up.

The server was unable to add the virtual root '/public' for the directory 'M:\unilitho.com\Public Folders' due to the following error: The system cannot find the path specified. The data is the error code.
For additional information specific to this message please visit the Microsoft Online Support site located at:
<http://www.microsoft.com/contentredirect.asp>.

The server was unable to add the virtual root '/Exchange' for the directory 'M:\unilitho.com\MBX' due to the following error: The system cannot find the path specified. The data is the error code.
For additional information specific to this message please visit the Microsoft Online Support site located at:
<http://www.microsoft.com/contentredirect.asp>.

The server was unable to add the virtual root '/Exadmin' for the directory '\\.\BackOfficeStorage' due to the following error: The system cannot find the path specified. The data is the error code.
For additional information specific to this message please visit the Microsoft Online Support site located at:
<http://www.microsoft.com/contentredirect.asp>.

Does this help?

Look, i have been at this for days now... how hard is it to reinstall Exchange?

–Allen R.

58sniper (MIS) 30 Jun 06 13:13
Do the Public Folders mount?

You certainly need more drive space!
Pat Richard, MCSE MCSA:Messaging CNA
Want to know how email works? Read for yourself –
<http://www.ietf.org/rfc/rfc2821.txt>

Thank 58sniper
for this valuable post!

havensov (IS/IT—Management) 30 Jun 06 13:20

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nothing is in the private or public folders....

–Allen R.

havensov on yahoo messenger if it would be faster....

havensov (IS/IT—Management) 30 Jun 06 13:57

Can someone tell me how much space i need? Its a 9gig drive with 2.8 gig free. the .Edb file is 1.24gig.

–Allen R.

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