

# Re: Can't Mount Mailbox Store or Public Folder Store

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*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-10/msg01211.html>

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- *From:* Mukesh <[Mukesh@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Mukesh@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 8 Oct 2006 08:17:01 -0700
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Hi Kirill,

My citrix is working now using ICA Client but after I tried to restart my Mail Server. However I am not able to use Remote Desktop to connect to my Mail Servr now after I click on Restart. It seems I will have to go to office and see if my Mail server is up or down.

Thanks,Mukesh

"Mukesh" wrote:

Thanks Kirill for your prompt response. Greatly apprecitaed.

I went through all the KB which you provided link. Some KB doesn't apply to my case and others I steps I applied but still it doesn't work. I have found one more problem on my Citrix Server as well. I cannot login to my citrix server remotely using ICA Client as we use TCP/IP / HTTP on ICA Client. I don't understand how I gets the problem on my Citrix as well. My network is running without any problem except Email and Citrix connections. Both server are on and can be accessed from my home.

We have total 3 Windows 2003 SP1 servers. File, Mail and Citrix and we have Instagate EX2 VPN/Firewall unit and it works fine right now as I am able to access everything. I don't understand what could be the problem which prevents me to Mount Mailbox and Public Folder Store and can't access Citrix using ICA Client using TCP/IP / HTTP protocol.

I have ckecked that my E00.log file is not deleted or quarantined by my McAfee Antivirus or Ninja Anti Spam Software.

Any more idea?

Mukesh

"Kirill Palagin" wrote:

Re: Can't Mount Mailbox Store or Public Folder Store

Please review all articles from

<http://support.microsoft.com/search/default.aspx?catalog=LCID%3D1033&1033comm=1&spid=global>

Mukesh wrote:

Thanks Kirill,

I get message saying that "An Internal processing error has occurred. Try restarting Exchange System Manager or the Microsoft Exchange Information Store service or both. Examine the event logs for events related to this error.

ID No. c1041724  
Exchange System Manager

I already have reviewed this KB and it says same thing if above service is not started, restart it. But as I said earlier all services are started and i restarted as well to just make sure if there is any problem.

Event Viewer says;

The MAPI call 'OpenMsgStore' failed with the following error:  
The Microsoft Exchange Server computer is not available. Either there are network problems or the Microsoft Exchange Server computer is down for maintenance.  
The MAPI provider failed.  
Microsoft Exchange Server Information Store  
ID no: 8004011d-0526-00000000

Thanks, Mukesh  
"Kirill Palagin" wrote:

Take a look in App and System Event logs – they should give a clue. You also should be getting error message when trying to mount stores. Post it.

Mukesh wrote:

Re: Can't Mount Mailbox Store or Public Folder Store

Hi Suddenly today my Exchange Server 2003 (OS Windows 2003) stopped working meaning when I try to access ms outlook I get error "Unable to open default folder. Microsoft Exchange Server is not available "or through web it gives me error " HTTP/1.1 503 Service Unavailable " However my server is on and all MS Exchange Services are running. I restarted all services and restarted server many times. After reading KB from Microsoft I found that my Mailbox Store and Public Folder Stores are not mounted and I tried to mount manually but it doesn't start. I checked HTTP folder from Protocol and restarted the Exchange Virtual Server as well. Also I checked that MDBDATA folder for permission, nothing has changed. I don't understand why I am not able to mount the Mailbox Store and Public Folder Store. There is no mail quota limit (I read that if you reach 16GB you will have problem) so I shouldn't have any problem about quota limit.

Please help me to solve the problem.

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Text from most Windows dialogs can be copied to clipboard with Ctrl-INS.

Free productivity applications suit –

Re: Can't Mount Mailbox Store or Publick Folder Store

[www.openoffice.org](http://www.openoffice.org)

Free Internet calling – [www.skype.com](http://www.skype.com)

Free SQL database Firebird – full support

for transaction control,

triggers, stored procedures, partial SQL-99

compliance

<http://www.ibphoenix.com/main.nfs?a=ibphoenix&s=1142758270:704186&page=wh>

Free graphics image manipulation program –

[www.gimp.org](http://www.gimp.org)

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[http://www.ibphoenix.com/main.nfs?a=ibphoenix&s=1142758270:704186&page=what\\_is\\_interbase](http://www.ibphoenix.com/main.nfs?a=ibphoenix&s=1142758270:704186&page=what_is_interbase)

Free graphics image manipulation program – [www.gimp.org](http://www.gimp.org)