

Re: Help! Trouble restoring after file system corruption removed files on drive with Exchange databases

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Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-12/msg01385.html>

- *From:* <aikikte@xxxxxxxxxxxxxxxx>
 - *Date:* Tue, 18 Dec 2007 12:30:45 -0500
-

Thank you for your reply. I have a few follow up questions:

If the .env file specified that there are 3 logs in the sequence that needed to be played in, and one of those was corrupt and had to be deleted as identified by the eseutil /ml test, how would the eseutil /cc then succeed with that log file missing? Wouldn't it fail because of the missing log?

The transaction log files contain transactions for both the public and private stores, right?

Thanks.

Kevin

<v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:hLR463VOIHA.1584@xxxxxxxxxxxxxxxxxxxxxxxx

Hi Kevin,

Thanks for your reply.

I am glad to know the information is helpful.

Based on my research, if you get "Existing log file has bad signature", this shows database was in dirty shutdown state. We need to run Eseutil

/cc

to roll the logs into the database. But if one or some logs in the sequence were damaged or missing, we need to run Eseutil /ml to find out which log is missing or damaged. After that we need to remove the corrupted log and run the hard recovery again.

More info:

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How to use Eseutil to test transaction log files for damage in Exchange 2000 Server and in Exchange Server 2003
<http://support.microsoft.com/kb/248122>

You receive the "939523486" error code when you use the Eseutil utility with the /cc option in Exchange 2000 Server
<http://support.microsoft.com/kb/888178>

Hope this helps.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====

This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check

the

"Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In

doing

so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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=====
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rights.

<From: <aikikte@xxxxxxxxxxxxxxxx>
<References: <OnbCQLcPIHA.1168@xxxxxxxxxxxxxxxxxxxxxxxx>
<exiicOcPIHA.6060@xxxxxxxxxxxxxxxxxxxxxxxx>
<e3wOCVcPIHA.4912@xxxxxxxxxxxxxxxxxxxxxxxx>
<Uxf52ugPIHA.7908@xxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: Re: Help! Trouble restoring after file system corruption

removed

files on drive with Exchange databases
<Date: Mon, 17 Dec 2007 12:17:33 -0500
<Lines: 272
<X-Priority: 3
<X-MSMail-Priority: Normal
<X-Newsreader: Microsoft Outlook Express 6.00.2800.1914
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1914
<Message-ID: <#48w3CNQIHA.4136@xxxxxxxxxxxxxxxxxxxxxxxx>
<Newsgroups: microsoft.public.exchange.admin
<NNTP-Posting-Host: mail.mmlp.com 209.217.122.67
<Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.exchange.admin:55122
<X-Tomcat-NG: microsoft.public.exchange.admin
<
<Indeed one of the database folder paths did not exist and had to be
<recreated as you suggested in step 1. Ultimately, though, I ended up
<creating a new blank database and marking those databases as being able

to

<be overwritten by a restore. When I restored from tape — full and
<differential backups, the latter market with the options to mount the
<databases — the databases were overwritten and the recovery storage

group

<was not created nor used. Fortunately, the mailbox store recovered and
<mounted correctly. The public store did not and I got event ID 619 with
<source ESE,
<
<"Information Store (4700) First Storage Group: Attempted to attach

database

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<d:\Program Files\Exchsrvr\mdbdata\pub1.edb' but it is a database

restored

<from a backup set on which hard recovery was not started or did not complete

<successfully. "

<

<I tried to manually perform a replay of the logs and recovery.env file by

<running eseutil /cc and got "...existing log file has bad signature".

When

<I checked which log files were required, there was only one and it was

<present in the folder with recovery.env. Not sure why it came up with a bad

<signature. I eventually cut my losses and did a hard recovery of the

public

<store. Fortunately, the public store is not used extensively so there

was

<minimal loss.

<

<If there are any suggestions for improvements to the recovery I performed

I

<would appreciate them so that I know for next time.

<

<Thanks.

<

<Kevin

<

<"Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxx> wrote in message

<news:Uxf52ugPIHA.7908@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

<> Hi Kevin,

<>

<> Thanks for posting in our newsgroup.

<>

<> From your description, I know that you can't restore Exchange backup

from

<> restore and get the error:

<>

<> Restore- \\MyServer\Microsoft Information Store\First Storage Group

<> Access denied to database Public Folder Store (MyServer).

<> Error writing file data.

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<> Error writing file data.

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- ◇
- ◇ If that's not right, please don't hesitate to let me know.
- ◇
- ◇ Based on my research on this issue, please take the following steps to narrow down this issue:
- ◇
- ◇ Step 1: Please check if you can find c:\Program Files\Exchsrvr\MDBDATA directory. If not, please create one and try again.
- ◇
- ◇ Step 1: Please do the following steps on your Exchange server account

and

- ◇ see that we have necessary permissions on the Exchange server.
- ◇
- ◇ 1. Go to ESM and expand servers → Storage Groups.
- ◇ 2. Right click on the Mailbox store and go to properties.
- ◇ 3. Click the security tab and make sure that the Exchange server has

full

- ◇ control. If you do not have full control then add the Exchange server account and grant full control.
- ◇ 4. Do the same with the Public folder store and now try to restore the backup. Perform the above steps and if you still cannot restore the backup
- ◇ check the Event log for any errors on Exchange.
- ◇
- ◇ You can also create a empty mailbox store, then restore the Exchange backup using the Recovery Storage Group as the following steps:
- ◇
- ◇ 1. Create a empty Mailbox Store as the following steps:
- ◇
- ◇ 1) Open Exchange Server Management.
- ◇ 2) Go to Domain(Exchange)\Servers\ServerName\First Storage

Group\Mailbox

- ◇ Store.
- ◇ 3) Right-click Mailbox Store and select Mount Store.
- ◇ 4) You will be prompted to create a empty store. Click Yes.
- ◇
- ◇ 2. Create a Recovery Storage Group.
- ◇
- ◇ More info:
- ◇
- ◇ Setting Up a Recovery Storage Group
- ◇ <http://technet.microsoft.com/en-us/library/aa997784.aspx>
- ◇

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- ◇ 3. Restore the backup to Recovery Storage Group with NTbackup.
- ◇
- ◇ More info:
- ◇
- ◇ How to Restore Online Backup Sets to a Recovery Storage Group
- ◇ <http://technet.microsoft.com/en-us/library/aa998370.aspx>
- ◇
- ◇ 4. Use Exmerge tool to export mailbox from Recovery Storage Group and import to First Storage Group.
- ◇
- ◇ More info:
- ◇
- ◇ Microsoft Exchange Server Mailbox Merge Wizard (ExMerge)
- ◇

<<http://www.microsoft.com/downloads/details.aspx?familyid=429163EC-DCDF-47DC>

-
- ◇ 96DA-1C12D67327D5&displaylang=en
- ◇
- ◇ How to configure an account to use the ExMerge utility in Exchange 2000 Server and in Exchange Server 2003
- ◇ <http://support.microsoft.com/?id=292509>
- ◇
- ◇ If the problem persists, please help me collect the following

information

- ◇ for deep research:
- ◇
- ◇ Application Log
- ◇
- ◇ 1) Click Start and enter eventvwr into the Start search to open event viewer.
- ◇ 2) Expand to Windows Logs -> Application and right-click to select Save Event As
- ◇ 3) Choose the location to save the file.
- ◇ 4) Enter the name for the file and click Save button.
- ◇
- ◇ Please send the information to v-robali@xxxxxxxxxxxxxx with subject:

Help!

- ◇ Trouble restoring after file system corruption removed files on drive with Exchange databases.
- ◇
- ◇ I am looking forward to hear from you.
- ◇
- ◇ If you need further assistance, please don't hesitate to let me know.

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<>
<> Best regards,
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<> Robert Li(MSFT)
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Re: Help! Trouble restoring after file system corruption removed files on drive with Exchange databases

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◇ -----
◇ <From: <aikikte@xxxxxxxxxxxxxxxx>
◇ <References: <OnbCQLcPIHA.1168@xxxxxxxxxxxxxxxxxxxxxxxx>
◇ <exiicOcPIHA.6060@xxxxxxxxxxxxxxxxxxxxxxxx>
◇ <Subject: Re: Help! Trouble restoring after file system corruption
<removed
◇ files on drive with Exchange databases
◇ <Date: Thu, 13 Dec 2007 15:17:58 -0500
◇ <Lines: 71
◇ <X-Priority: 3
◇ <X-MSMail-Priority: Normal
◇ <X-Newsreader: Microsoft Outlook Express 6.00.2800.1914
◇ <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1914
◇ <Message-ID: <e3wOCVcPIHA.4912@xxxxxxxxxxxxxxxxxxxxxxxx>
◇ <Newsgroups: microsoft.public.exchange.admin
◇ <NNTP-Posting-Host: mail.mmlp.com 209.217.122.67
◇ <Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl
◇ <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.exchange.admin:54769
◇ <X-Tomcat-NG: microsoft.public.exchange.admin
◇ <
◇ <Thank you for your quick reply.
◇ <
◇ <I tried mounting the public store and it prompted me to create a new
<blank
◇ <database. I did this and then marked that database to be

overwrite-able

<by
◇ <a restore. Restore from tape of the public store seems to be going
<farther
◇ <than in previous attempts.
◇ <
◇ <Having never been called on to restore on this server, the answer to
your
◇ <question is no. Is it necessary to use a recovery storage group when

I

◇ <don't have existing databases in place? I've used RSGs when requiring

a

◇ <restore but maintaining an operating Exchange server but that doesn't
◇ really
◇ <apply here...
◇ <
◇ <Thanks.
◇ <
◇ <Kevin

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<<
<<
<<
<<
<< "Susan" <sconkey@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
<<news:exiicOcPIHA.6060@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
<<> you don't have a recovery storage group configured on that server,

do

<< you?
<<<
<<< --
<<< Susan Conkey [MVP]
<<<
<<<
<<<
<<< <aikikte@xxxxxxxxxxxxxx> wrote in message
<<< news:OnbCOLcPIHA.1168@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
<<<> Exchange Server 2003 w SP2 on Windows Server 2003 w SP2:
<<<>
<<<> To make a long story short, file system corruption caused all

files

<on
<< a
<<<> partition containing Exchange databases to be deleted. I have
<restored
<<<> all
<<<> the files on the partition and am now trying to restore the

Exchange

<<<> databases from an online backup (created by Symantec Backup Exec
<10.1).
<<<> However, I keep getting an access denied error as noted below:
<<<>
<<<> Restore- \\MyServer\Microsoft Information Store\First Storage

Group

<<<> Access denied to database Public Folder Store (MyServer).
<<<> Error writing file data.
<<<> Access denied to database Public Folder Store (MyServer).
<<<> Error writing file data.
<<<>
<<<> Since all the files were deleted, here's what I did before trying

to

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<<> restore:
<<>
<<> 1. Started the IS service. The service started and recreated the
< folder
<<> that would normally house the database files (and log files in

this

<<> installation). Mailbox and Public folder stores were dismantled

as

< <there
<<> were no databases at this location.
<<> 2. I set the properties on the mailbox store and public folder
stores
< <such
<<> that they could be overwritten by a restore.
<<> 3. I then proceeded to try to restore the stores from Online

backup,

<<> resulting in this error.
<<>
<<> Any help is appreciated. Do I have to create new blank databases
< first?
<<>
<<> Thanks.
<<>
<<> Kevin
<<>
<<>
<<
<<
<<
<
<
<
<

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