

Re: cannot connect to mailbox after new install

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.setup/2006-06/msg00197.html>

- *From:* "Frank Chen" <fchen@xxxxxxxxxxxxxx>
 - *Date:* Thu, 8 Jun 2006 09:52:59 -0700
-

John,
under general tab of RUS, the new exch server was selected already.

As for removing old exch svr, i don't have the old svr anymore; it was wiped clean. So the only thing left for me to do was to clean AD. And I did that.....I think.

Frank

"John Oliver, Jr. [MVP]" <jcoliverjr@xxxxxxxxxxxxxx> wrote in message [news:u\\$8APNxiGHA.4368@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](news:u$8APNxiGHA.4368@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Verify you have rehomed the RUS, in ESM go to Recipient Update Service, under General Tab verify the new Exchange Server is selected.

Can you verify the manual removal of your old Exchange Server?

<http://support.microsoft.com/kb/833396/>

--
John Oliver, Jr
MCSE, MCT, CCNA
Exchange MVP 2006
Microsoft Certified Partner

"Frank Chen" <fchen@xxxxxxxxxxxxxx> wrote in message <news:%23GO9BJriGHA.4572@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

- Hi John,
1. I did a find for users with exch mailbox and was able to find 41 mailboxes, some pointing to old server, others pointing to new server.
 2. yes, on the old user, i can remove the exch attr and then I am able to recreate the mailbox on the new server. Still won't show up under ESM mailbox store though.

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3. I did that, however that was my very problem. I could not get the mailbox to show up under the mailbox store (except for the 3 default ones). So naturally, there was no mailbox that it could put a x mark on. I keep suspecting that somehow even though aduc says mailbox created successful, but ESM just refuse to create it in the mailbox store (perhaps RUS?)

How about if I remove the mailbox store and create a new one?

As for removing previous exch svr, i used ldp and removed previous entry for the old install. But since my old exch svr is already gone, I could not run setup.exe /removeorg to undo it completely. (previous admin just reformatted the os and did not bother moving it from AD) What else do can i do to clean out all the references to the old server?

Frank

"John Oliver, Jr. [MVP]" <jcoliverjr@xxxxxxxxxxxx> wrote in message news:OL%23EJlpiGHA.3440@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Frank,

I must be missing some information here but it sounds like the existing user account mailboxes are still associated with the previously removed Exchange Server.

1. In ADUC can you do a Find for Exchange Mailboxes on your old and existing users? What do you find?

2. Can you go ahead and remove the exchange attributes for one of your users and then go ahead and create a mailbox?

3. Can you please go into Exchange System Manager and drill down to your Mailbox Store and right click and select "Run Cleanup Agent". Afterwards do you have all your mailboxes marked with Red X?

It really looks as though the previous Exchange Server was not removed correctly. You should verify that the previous Exchange Server was removed correctly.

--

John Oliver, Jr

Re: cannot connect to mailbox after new install

MCSE, MCT, CCNA
Exchange MVP 2006
Microsoft Certified Partner
"Frank Chen" <fchen@xxxxxxxxxxxxxx> wrote in message
news:e5koYZpiGHA.4896@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

One more thing,
Like I said, there was a previous installation
of exch 2003. So now
when I right click on the users and select
exchange task, old users who
existed during the previous install now only
showed "remove exchange
attribute" in the options window. If I look at
their acct properties
under 'exchange general', I see his mailbox is
associated with the old
(non-existent) server. i have no idea how to
clean that up.

Users who were created after that test install
can have all of the
exchange tasks available. But then again, I
am stuck at the problem
where it won't create a mailbox (at least I
can't see it and can't
connect to it via outlook)

If all else fails, I am planning to create a new
AD domain/forest and
recreate all users in this new environemnt as
well as recreating all
computer accts. I have about 75 users so
may not be that bad. is
there any caveat doing it this way other than
user profile issues?

Frank

"Frank Chen" <fchen@xxxxxxxxxxxxxx>
wrote in message
news:ep5D6IpiGHA.1936@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

yes, when i click on the user
and do exch tasks, it did it
successfully. I was able to
delete mailbox and create
mailbox on the
same or multiple users with
no problem. The report said
so too.

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I don't know how to manually start RUS so I restarted the exchange system service. After that, event viewer looks fine except it is saying that

Could not open LDAP session to directory 'backupserver.CENCOM.COM' using local service credentials. Cannot access Address List configuration information. Make sure the server 'backupserver.CENCOM.COM' is running.

I checked the service account that runs all the exchange servers is using local system account. Could that be a problem??

Frank

"John Oliver, Jr. [MVP]"
<jcoliverjr@xxxxxxxxxxxx>
wrote in message
news:eHfRw4oiGHA.4144@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

So when you go to ADUC and click on a user and select Exchange Task, the wizard completes successfully? Have you tried Manually

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updating
the RUS?
After you
manually
update then
check the
Event App
Log for
any errors.

--

John Oliver,
Jr
MCSE,
MCT,
CCNA
Exchange
MVP 2006
Microsoft
Certified
Partner

"Frank
Chen"

<fchen@xxxxxxxxxxxx>

wrote in
message

news:OFANbxoiGHA.4884@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Yes,
it
is
correct.
It
showed
my
domain
controller
name.
In
the
event
app
log,
mostly
nothing
except
for
one
warning:

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Event
ID
4356
The
COM+
Event
System
failed
to
create
an
instance
of
the
subscriber
{6295DF2D-35EE-11D1-8707-00C04FD93327}.
StandardCreateInstance
returned
HRESULT
8000401A.

Frank

"John
Oliver,
Jr.
[MVP]"
<jcoliverjr@xxxxxxxxxxx>
wrote
in
message
news:e8BR4uoiGHA.412@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

In
ESM
under
Recipient
Update
Service
what
server
is
showing
as
the
RUS
Domain
Controller?
Is

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it
correct?
Any
errors
in
the
event
application
log?

--

John
Oliver,
Jr
MCSE,
MCT,
CCNA
Exchange
MVP
2006
Microsoft
Certified
Partner
"Frank
Chen"
<fchen@xxxxxxxxxxxxxx>

wrote
in
message
news:%23FGYKjoiGHA.4660@xxxxxxxxxxxxxxxxxxxxx

I
desparately
need
some
help
fast!

I
have
2003
AD
native
environment.
Previous
IT
admin
did
a
test
install

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of
exchange
and
removed
the
exch
server
afterwards.

Now

I
was
able
to
clean
out
the
AD,
rerun
forest
prep
and
was
able
to
install
exch
2003
with
sp2
with
no
problem.

but
after
the
install,

it
seems
like

I
could
not
create
a
mailbox
and
have
it
show
up.
I

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tried
to
create
an
outlook
profile
and
it
says
"the
name
could
not
be
resolved,
the
bookmark
is
invalid"
Looking
under
"First
administrative
group/servers/exchange_server/first
storage
group/mailbox
store/mailboxes",
I
can
only
see
3
default
mailboxes.

Shouldn't
I
all
of
the
user
mailboxes
I
created
here?
This
is
a
exch
std
version

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so
i
can't
create
another
mailbox
store
to
test.

Please
help!
Thanks
in
advance.

Frank