

# New server installed

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- *From:* Dennis T <Dennis.T@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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It was decided after many long and painful sessions that our active directory was corrupt. So this last weekend we restarted fresh.

For email we exported each users outlook files to a pst file. We copied all data files to a stand alone server.

Then we installed a new Windows 2003 server as a domain controller and a new Windows Exchange server 2003 from scratch. We rebuilt the active directory using the same user ids. We re created all mailboxes, contact lists, resources mailboxes and distribution groups. We rebuilt all directory shares and rights. We created new users profiles, setup outlook and imported all of the pst files. All looked good. We lost nothing. Then the problems started.

It appears as if all of the problems are related. In a nutshell outlook/exchange is looking for the old user id when looking at mail from before the rebuild. This shows up in several ways.

On the resource calendars if we attempt to modify a schedule that was entered before the rebuild when the appointment is modified and notifications are sent they all bounce back with a 5.1.2 error that says the destination email system is unknown.

If we try to reply to an email received before the rebuild that has an internal address or an address from the global contact list we get the same thing.

Then after this these names are saved in the nickname file. SO if you then enter a name in the to line 2 nicknames appear. The old one and the new one. Then you have to erase the nickname file.

What it appears has happened is that exchange is not able to understand that the old John Doe and the new John Doe are the same. Instead it jsut comes back and says it cannot find John Doe. We used the same exchange alias and name for every user. We used the same name for the organization, server and the same ip address.

Is there any way to clean these emails and calendar entries to resolve this

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issue?

Other than this the rebuild went fine. The problems that prompted the rebuild have completely disappeared so from that standpoint we did good. But this problem came out of left field.

Dennis Tarkir