

## Re: Exchange 2000 disaster recovery question

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.admin/2004-05/1036.html>

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**From:** Hung Tran (*htran\_at\_skcc.org*)

**Date:** 05/12/04

Date: 12 May 2004 16:25:16 -0700

hung.tran@earthlink.net (HungTran) wrote in message  
news:<3f813306.0405111749.34ee8251@posting.google.com>...  
> "Le Van Chi" <ddd@tnt.com> wrote in message  
news:<edVNEC0LEHA.3872@TK2MSFTNGP12.phx.gbl>...  
> > No, not necessary System State restore...  
> >  
> > "HungTran" <hung.tran@earthlink.net> wrote in message  
> > news:3f813306.0404301003.21c6c034@posting.google.com...  
> > > "Le Van Chi" <ddd@tnt.com> wrote in message  
> > news:<uIk0p5lLEHA.3324@TK2MSFTNGP10.phx.gbl>...  
> > > > Normally after you run setup.exe /disasterrecovery and SP3 update.exe  
> > > > /disasterrecovery.  
> > > > You should have all Exchange services, I tried already.  
> > > > When you run setup.exe /disasterrecovery, make sure to click  
> > > > Action-Disaster  
> > > > Recovery for the Messaging and Collaboration services and the Exchange  
> > > > System Management Tools.  
> > >  
> > > I suppose I should try again with a fresh insall of the Win2K OS. So  
> > > is the System State restore necessary at any point in the disaster  
> > > recovery scenario?  
> > >  
> > > Thanks,  
> > > -Hung Tran  
>  
>  
> I finally had some time to try this with a fresh reinstall of the OS,  
> and the setup /disasterrecovery did work and I have all the Exchange  
> 2000 services available. I continued with the instructions in the  
> Microsoft KB article - ran update /disasterrecovery from Exchange 2000  
> SP3, and then applied the same post SP3 hotfix as on my production  
> Exchange 2000 server.  
>  
> Then I restored from a production backup, and I was able to start all  
> Exchange services, and mount the Information Store and Public Store.  
> However, when I open an Outlook profile to my mailbox on the  
> "restored" Exchange 2000 server, it says there are no items in the

> view. In Exchange System Manager, under the Information Store  
> mailboxes, I see two items for my mailbox/username. One item is 0  
> size, and the other item is what I expect it to be.  
>  
> What's missing from what I'm doing? It seems like the AD user object  
> isn't being linked to the Exchange mailbox after the restore. Might  
> it have something to do with the production Active Directory domain  
> and test Active Directory domain being different enough after the  
> initial "replica" creation of the test domain from production domain?  
>  
> Thanks in advance for any input.  
>  
> -Hung Tran

Hi all,

I determined the problem, and want to update this thread in case anyone can use my findings.

All the mailboxes from the restore were orphaned. I had to run the cleanup agent to show the mailboxes as orphaned (red x circle). I found and ran the mbconn.exe utility, and oddly it only mapped two of the orphaned mailboxes to Active Directory user objects. It seems that all the Active Directory user objects in the test domain are not the same as the user objects on the production domain (even though the Win2K domain controller on the test domain was built on the production, replicated, and then moved to the test domain). The test domain was put together quite some time ago, so it wouldn't surprise me if somewhere along the way, the parallel (production and test) systems got out of sync. So for now, I'll have to use the Exchange tasks in ADUC to remove the mailbox for all AD users and then run mbconn.exe to reconnect the restored mailboxes to the AD user objects.

In the meantime, I will build a new Win2K domain controller on the production system, make sure it syncs and replicates all AD objects, and then move it to the test network and try the restore again. This time, I'm expecting the mailboxes not to be orphaned since the AD user objects will be replicated from the current production AD domain.

If anyone has any experience with this, I would appreciate feedback so I won't waste additional time testing hypothesis.

Also, is there a utility to remove the mailboxes for all Active Directory user objects?

-Hung Tran