

## Information Store Corrupt – 3rd time!

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.admin/2004-10/0904.html>

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**Date:** 10/25/04

Date: Mon, 25 Oct 2004 09:59:23 -0500

Hi folks,

This is the 3rd time I have had the Information Store get corrupted in the last 3 months. The only way I know that the store is corrupted is when Veritas Backup fails and complains that it could not backup the Information Store successfully as it is "corrupt". The exact message from Veritas is – "Access Denied to Database Mailbox Store (Server Name) – Warning mailbox Store (Server Name) is a corrupt file. This file cannot verify"

The way I have always fixed it is to use the offline eseutil utility and that has worked like a charm for me. I have attached the log at the end of this email.

So now my question is – the 1st time I had to do this was on 8/28/04, the 2nd on 10/16/04 and now just a week later I get the same "corrupt" error again. Could anyone explain why this keeps on recurring?

Some Info about the Server

MS Windows 2000 – SP4

Exchange Version – Exchange 2000 build 6249.4 SP3

I have Antigen (anti-virus software) for Exchange – Version 7.50 build 1315

My App Event Log reports even id 217 (during the time the backup runs) –

Information Store (2320) 8d59bacd-96a8-4d3a-b1cd-0f31dc7be0b8: Error (-613) during backup of a database (file D:\Program Files\Exchsrvr\mdbdata\priv1.stm). The database will be unable to restore.

Information Store (3272) The streaming page read from the file "D:\Program Files\Exchsrvr\mdbdata\priv1.stm" at offset 5598494720 (0x000000014db24000) for 4096 (0x00001000) bytes failed verification due to a page checksum mismatch. The expected checksum was 3969232578 (0xec95aec2) and the actual checksum was 4119053255 (0xf583c3c7). The read operation will fail with error -613 (0xfffffd9b). If this condition persists then please restore the database from a previous backup.

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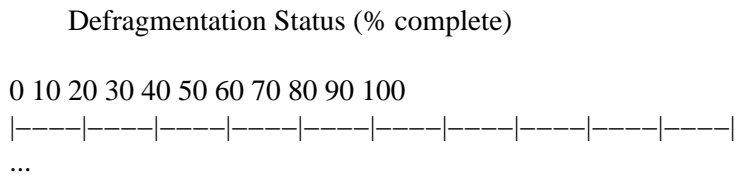
Can anyone please advise me on where the "root" of the problem might be? I have also tried using NT backup instead of Veritas and that also fails complaining about the Information Store and so I am quite sure its not a Veritas problem (or is it?). I also do not have the "outbound disclaimer" set (MS suggested disabling that may solve the problem but I have never enabled it in the 1st place). I have also temporarily "disabled" Antigen and then tried to backup to see if that is what is causing the problem.....and it still fails with the "Access denied.....corrupt" error message.

Thanks in advance,  
Pumba

Log of what I did to fix it:

Microsoft(R) Exchange Server(TM) Database Utilities  
Version 6.0  
Copyright (C) Microsoft Corporation 1991–2000. All Rights Reserved.

Initiating DEFRAGMENTATION mode...  
Database: d:\Program Files\Exchsrvr\MDBDATA\priv1.edb  
Streaming File: d:\Program Files\Exchsrvr\MDBDATA\priv1.STM  
Temp. Database: e:\temp\temppriv  
Temp. Streaming File: e:\temp\temppriv.STM



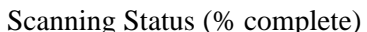
Operation terminated with error –613 (JET\_errSLVReadVerifyFailure, Checksum error in SLV file during backup) after 6127.47 s conds.

D:\Program Files\Exchsrvr\MDBDATA>"d:\Program Files\Exchsrvr\BIN\eseutil" /p priv1.edb

Microsoft(R) Exchange Server(TM) Database Utilities  
Version 6.0  
Copyright (C) Microsoft Corporation 1991–2000. All Rights Reserved.

Initiating REPAIR mode...  
Database: priv1.edb  
Streaming File: priv1.STM  
Temp. Database: TEMPREPAIR12048.EDB

Checking database integrity.



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```
0 10 20 30 40 50 60 70 80 90 100
|-----|-----|-----|-----|-----|-----|-----|-----|-----|
.....
```

Scanning the database.

Scanning Status (% complete)

```
0 10 20 30 40 50 60 70 80 90 100
|-----|-----|-----|-----|-----|-----|-----|-----|-----|
.....
```

Repairing damaged tables.

Scanning Status (% complete)

```
0 10 20 30 40 50 60 70 80 90 100
|-----|-----|-----|-----|-----|-----|-----|-----|-----|
.....
```

Repair completed. Database corruption has been repaired!

Note:

It is recommended that you immediately perform a full backup of this database. If you restore a backup made before the repair, the database will be rolled back to the state it was in at the time of that backup.

Operation completed successfully with 595 (JET\_wrnDatabaseRepaired, Database corruption has been repaired) after 1093.172 seconds.

```
D:\Program Files\Exchsrvr\BIN>isinteg -s SERVERXXX -fix -test alltests
Databases for server SERVERXXX:
Only databases marked as Offline can be checked
```

Index Status Database-Name

Storage Group Name: First Storage Group

1 Offline Mailbox Store (SERVERXXX)

2 Offline Public Folder Store (SERVERXXX)

Enter a number to select a database or press Return to exit.

1

You have selected First Storage Group / Mailbox Store (SERVERXXX).

Continue?(Y/N)y

Test Categorization Tables result: 0 error(s); 0 warning(s); 0 fix(es); 0 row(s); time: 0h:0m:0s

Test Restriction Tables result: 0 error(s); 0 warning(s); 0 fix(es); 0 row(s); time: 0h:0m:0s

Test Search Folder Links result: 0 error(s); 0 warning(s); 0 fix(es); 0 row(s); time: 0h:0m:0s

Test Global result: 0 error(s); 0 warning(s); 0 fix(es); 1 row(s); time:

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0h:0m:0s

Test Delivered To result: 0 error(s); 0 warning(s); 0 fix(es); 3 row(s);  
time: 0h:0m:0s

Test Repl Schedule result: 0 error(s); 0 warning(s); 0 fix(es); 0 row(s);  
time: 0h:0m:0s

Test Timed Events result: 0 error(s); 0 warning(s); 0 fix(es); 3 row(s);  
time: 0h:0m:0s

Test reference table construction result: 0 error(s); 0 warning(s); 0  
fix(es); 0 row(s); time: 0h:1m:4s

Test Folder result: 0 error(s); 0 warning(s); 0 fix(es); 1350 row(s); time:  
0h:9m:36s

Test Deleted Messages result: 0 error(s); 0 warning(s); 0 fix(es); 0 row(s);  
time: 0h:0m:0s

Test Message result: 0 error(s); 0 warning(s); 0 fix(es); 160059 row(s);  
time: 0h:2m:32s

Test Attachment result: 0 error(s); 0 warning(s); 0 fix(es); 40346 row(s);  
time: 0h:0m:7s

Test Mailbox result: 0 error(s); 0 warning(s); 0 fix(es); 37 row(s); time:  
0h:0m:0s

Test Sites result: 0 error(s); 0 warning(s); 0 fix(es); 140 row(s); time:  
0h:0m:0s

Test Categories result: 0 error(s); 0 warning(s); 0 fix(es); 1 row(s); time:  
0h:0m:0s

Test Per–User Read result: 0 error(s); 0 warning(s); 0 fix(es); 348 row(s);  
time: 0h:0m:0s

Test special folders result: 0 error(s); 0 warning(s); 0 fix(es); 0 row(s);  
time: 0h:0m:0s

Test Message Tombstone result: 0 error(s); 0 warning(s); 0 fix(es); 458  
row(s); time: 0h:0m:0s

Test Folder Tombstone result: 0 error(s); 0 warning(s); 0 fix(es); 0 row(s);  
time: 0h:0m:0s

Now in test 20(reference count verification) of total 20 tests; 100%  
complete.

D:\Program Files\Exchsrvr\BIN>