

Re: Mailbox Recovery Server

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.admin/2006-03/msg00120.html>

- *From:* "Matthew Byrd [MSFT]" <matbyrd@xxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 15 Mar 2006 15:46:13 -0500
-

Hi Pearl,

I believe that the -939586631 is basically just indicating that it cannot find the file. When manually trying to commit the log files with eseutil make sure you are using the following command

```
eseutil /cc <path to restore.env>
```

The key here is make sure that you don't type out the restore.env part. Here is an example of what the command should look like.

```
eseutil /cc c:\temp\Fourth Storage Group\
```

Hope this Helps,

--

Matthew Byrd
Microsoft PSS

Run Microsoft Exchange Server Best Practices Analyzer Today

<http://www.microsoft.com/exchange/exbpa>

When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

This posting is provided "AS IS" with no warranties, and confers no rights.

"Pearl" <Pearl@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:7878CB62-47E9-43E5-B889-98EB1E02E773@xxxxxxxxxxxxxxxx>

We have a separate forest wherein we have created 2 recovery servers for mailbox recoveries. We recently introduced a 3rd server. The 2 previous servers are working fine for us. However, it's been several years since someone created and configured the first 2 servers. This third server is causing us problems. We set it up and configured it to mirror our production Exchange 2000 servers. On production, we have 4 Groups and 3 stores on each. We set up the 3rd Recovery Server with the 4 Groups. We created the first

Re: Mailbox Recovery Server

mailboxes on each group since we only need to do one mailbox recovery at a time. Now comes the problem. We tested the recovery process on this new server. We successfully restored from tape the data for a mailbox on the 4th

group. The logs exist on the Temp folder on a separate drive. I see the logs and tried to commit them but the commit process failed. The message: operation terminated with the error -939586631 <the restore environment information isn't found or can not be opened.> after 0.15 seconds.

It appears that we've not configured the 3rd server correctly but I'll be darn if I know where:

1. We have the same version of Exchange and same patches/updates
2. We've got the same number of Groups. labeled the same
3. We've got 3 mailbox stores on each group in the production side but only
1 on each Group for recovery (don't believe this is the issue)
4. our tape backup software recognized and restored the information to the
new server and even to the proper Group and mailbox store (btw...we did relabel the mailbox store to reflect the actual store on the production side
that we are recovering....i.e. the actual store is 125-1-3 and ours on the
recovery side is Mailbox Store (125-1-3).
5. After restoring the data, the files are in the proper location
6. used eseutil /cc "D:\temp\First Storage Group" to commit the logfiles

process began then immediately terminated.

Any ideas will be appreciated.