

Re: Need help urgently please!

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Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.admin/2006-08/msg00139.html>

- *From:* "John Riddle" <thrillsoftathotmaildotcom>
 - *Date:* Wed, 30 Aug 2006 11:30:14 -0400
-

John,

Thanks for your help. I'll create a back-up folder for the Queue and copy the messages there so they won't be lost.

New messages are being delivered to the forwarding address that I added to the accounts in AD. I've tried copying the queued messages to the pickup folder in hopes that they would be forwarded to that mailbox like the current ones. I have given my users the login details of the temp mailbox where all their messages are being copied. I did this at 7PM last night. The backup was done around 2AM and the server crashed at 1:30PM. So there is a significant amount of mail will be lost if we can't recover the logs.

Also, there is a significant amount of mail in the queue that arrived at our local server between 1:30 and 7PM that needs to be delivered at least to the temp mailbox so they can view it.

Since it was the operating system drive that crashed it will take significant time to install Windows and Exchange and join the domain and get set up again before the restore. To compound matters, they are in Florida where a Tropical storm came through over night and all the electronic stores are closed. The drive that crashed was a SATA Drive. None of the desktops there have SATA drives and there's no spare. They can't go get one at the store because all of the stores are closed. So they're trying to get an IDE Drive installed and running, but getting an error: Battery Low No BIOS Detected.

Also, I configured their server here and shipped it down there. They don't have a copy of Exchange Enterprise which the server was running before. There really wasn't anything about Enterprise that they were using. I don't believe that their mailbox store was larger than 18GB. Can they install Exchange Standard on the New OS and restore the mailboxes from the tape? Or just by pointing to the DB files on the RAID array that should still be good? The raid is SATA Raid on PCI RAID card. I've done this before by installing Exchange, renaming the existing folder that holds the DB files, moving the Exchange DBs to the RAID, renaming that folder and renaming the original to the default name and loading the old DBs. Renaming the new log files folder and creating a new one and copying the old logs into it. That

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worked in past when replacing servers and things like that.

How do I change the wait time on the SMTP VS?

Thanks,

John

"John Oliver, Jr. [MVP]" <jcoliverjr@xxxxxxxxxxxx> wrote in message
news:OaoHOIEzGHA.4580@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

I have not tested this but you can try stopping your SMTP VS and copying those EML files to a temp location, when you get the new server up and running you can copy them back into the Queue folder to be delivered or set your timeout on the queue messages to an extended time until the remote server is up and running. As for reading them now, there really is no way to do this since there are in EML format. If your users can wait until you get the new server running then you drop those messages in the queue to be delivered.

Chances are there is not going to be any great changes but just be aware any changes after the last backup and the crash will not be recoverable without the logs. If the crash happened early in the morning then you most likely will not have much to worry about.

If it were me, I would just do a complete restore from tape so I know I get everything back to the previous backup.

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

"John Riddle" <thrillsoftatthatmaildotcom> wrote in message
news:uz81QeDzGHA.4796@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

John,

Thanks. Yes, I know that I can read them using Outlook express. However, I need my remote users who are across the country to be able to read them using Outlook web access. How can get them from the queue into the mailbox that I've created for them to do that?

We create a full backup every night and the transaction logs are cleared out. So the transaction logs that are on the bad drive only hold about 10 hours of changes to the db. In this situation, what would be the difference between what's on the tape and what's in the good db files on

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the raid array?

We replicate all of our Public Folders between the two sites, so I'm not concerned about that data. Its only the mailbox info. We are a sales organization so all of the remote users are sales people and really need their communications with their customers from yesterday and today.

Thanks for your help.

John

"John Oliver, Jr. [MVP]" <jcoliverjr@xxxxxxxxxxxx> wrote in message news:%23IHwVQDzGHA.4368@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

For your recovery you will need to restore from tape to recover your server and transaction logs. The only problem with using the databases currently on the RAID is that they are missing transactions from the log files that are gone now and can only be restored from tape. So best way to restore is to do a complete Tape restore although I would move the existing databases off RAID to a temporary location just in case the Tape backup fails for some reason. For reading emails in the VS queue folder you can use Outlook Express for .eml files.

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

"John Riddle" <thrillsoftathotmaildotcom> wrote in message news:eRUNxO8yGHA.996@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hello,

Today the C: drive of the sole server in our remote office crashed and we may not be able to get it back. We have daily backup that was most recent last night about 5AM. The server they had in that office is a DC with RAS, DNS and Exchange. There are about 10 exchange mailboxes on that server. The databases are on a RAID array that should be fine, but

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the log files were also on the C: Drive that crashed. Our MX records are set up to list their server as primary for their domain (they have their own .com addresses) and our as secondary mail server. So emails since the crash are piling up in our local server in the queue. The users down there are frantic to be able to read the emails that they missed all day, but are in our server. I created a temporary mailbox and have set forwarding from their mailboxes to the temp "catch all" mailbox. This works for new mail coming in now, but there are still hundreds of messages in the queue from before I set up the forwarding. I looked in the vs 1 queue folder for them to drag into the pickup folder, but there are no messages in the queue even though there shows hundreds of messages in the queue on ESM. How can I get these queued messages into the temp folder quickly so that these users can view via OWA?

Also, can someone suggest the best recovery procedure for rebuilding the remote server assuming that the server won't recognize the C drive. We're getting a new drive first thing in the AM and want to know what the best method assuming the log files are on the bad drive. I'll try to mount it as a slave drive after rebuilding the server and restoring that way from the backup. If my databases are good, can I just point to my RAID array as the location of my databases and try to move the log files to to over-write the default log files when exchange is freshly installed?

Thanks for any help

John

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