

Re: Information Store refuses to mount

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.information.store/2004-06/0122.html>

From: Andrei Marinescu [MSFT] (andreima_at_online.microsoft.com)

Date: 06/09/04

Date: Wed, 9 Jun 2004 00:32:28 -0700

It is less likely to be a permission issue. The most likely cause (as far as I heard) is an anti-virus software which deleted or quarantined the log file. If you know that it is the case, you should check of the log files (and database files) are excluded from scanning.

The log file in question WON'T be part of a backup (I assume you are talking about an Exchange aware backup app, not a file level only). Still, restore from backup would be the best way to recover from this.

First attempt would be to check FOR ALL DATABASES which is the required logs (use eseutil /mh, there is a log required range). Do you have all those logs? Most likely you will miss the last one but, if you have any questions on how to decide this, let me know (please replay with the eseutil /mh results and the list of log files you have).

Assuming e00.log is really lost (and needed as per database state) you would need to restore from backup.

In order to restore, I would suggest the following steps in addition with you normal restore procedure:

- before restoring, check the existing log files state using "eseutil /ml e00". If there are other file missing or corrupted, you won't be able to recover the data past that point. You might want to consider other options depending on the result and you tolerance to data lost (like running repair).
- check each database for consistency (using eseutil /mh) and restore only those which are not consistent. If there are some consistent databases it will save you time as you will restore less data.
- before restoring (and definitely before repair) if at all possible, I would make a copy of all the database files (edb and stm for each database)

Hope this help and you end up with minimal data lost as a result of the lost log file

---andrei

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<anonymous@discussions.microsoft.com> wrote in message news:19dcb01c44deb\$064d7790\$a301280a@phx.gbl...

> *It would seem that it is looking for a log file which isn't there (E000.log). I don't know if it was there before, so i'm restoring a backup to check.*

>

> *There are some errors which have MS KB articles, but the eseutil etc. doesn't work.*

>

> *Could it be a permissions thing?*

>

> >-----Original Message-----

> >*Have you checked the state for all databases in the Storage Group? Please check the Application EventLog and see if there are any reported errors.*

> >

> >--andrei

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> >

> >*"Nik" <nik@rockit.net.au> wrote in message news:1a10d01c44ddd\$eda65a70\$a101280a@phx.gbl...*

> >> *I'm trying to mount an exchange 2000 mailbox and public folders information store, but getting the following error:*

> >> -----

> >> *An internal processing error has occurred. Try restarting the Exchange System Manager or the Microsoft Exchange Information Store service, or both.*

> >>

> >> *ID no: c1041742*

> >> *Exchange System manager*

> >> -----

> >>

> >> *I have run the eseutil and the database is clean (by it's reports) but it's just refusing to mount... hence no email for anyone!*

> >>

> >> *I have:*

> >> *1) rebooted*

> >> *2) run eseutil*

> >> *3) stopped and started all MS exchange services*

> >>

> >> *but nothing has worked!*

> >>

microsoft.public.exchange2000.information.store: Re: Information Store refuses to mount

> >> *Can anyone help?! Thanks in advance...*

> >>

> >> *Nik*

> >

> >

> >.

> >