

## RE: Event ID 217 – Cannot backup Message Store

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.information.store/2004-11/0075.html>

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**From:** Lee Li [MSFT] (v-leeli\_at\_online.microsoft.com)

**Date:** 11/15/04

Date: Mon, 15 Nov 2004 12:40:49 GMT

Dear Marc,

Thank you for posting here.

>From your post, my understanding on this issue is: You encountered the error 217 during Backup of Exchange Server Information Store by NTBackup Utility. If I'm off base, please feel free to let me know.

Then let's try the following steps to narrow down the issue.

Step 1: Install Hotfix

Based on my analysis on a successfully-solved case with the similar issue with you, I noticed although you are using NTBackup Utility to backup the Exchange Information Store instead of Volume Shadow Copy Service (VSS), the issue is also possibly caused by conflict between NTBackup and VSS, if you are using Windows Server 2003. Based on my investigation on the case, to install the following hotfix if first step.

833167 A Volume Shadow Copy Service (VSS) update package is available for Windows 2003

<http://support.microsoft.com/?id=833167>

To obtain the hotfix, please contact our Microsoft Product Support Service (PSS) so that our PSS support professional can help you verify this issue and provide a download for this fix.

For a complete list of Microsoft Product Support Services phone numbers and information about support costs, visit the following Microsoft Web site:

<http://support.microsoft.com/default.aspx?scid=fh:EN-US:CNCONTACTMS>

NOTE: In special cases, charges that are ordinarily incurred for support calls may be canceled if a Microsoft Support Professional determines that a specific update will resolve your problem. The typical support costs will apply to additional support questions and issues that do not qualify for the specific update in question.

Step 2: Offline Defragment

After identifying the store which caused the issue, you can use the Ese utility (Eseutil) to perform offline defragmentation while the store is offline. For more information, please have a look at the following article.

328804 How to Defragment Exchange Databases

<http://support.microsoft.com/?id=328804>

Step 3: Isinteg

Isinteg is a utility that searches through an offline information store for integrity weaknesses. Based on my research, if any mail in Information Store is corrupt, it can be identified and fixed by Isinteg. Please double check the Information Store integrity by the following steps.

- 1). Dismount the Mailbox Store "Mailbox Store (ServerName)" by right-clicking it in ESM and choose Dismount Store.
- 2). Open a command prompt window and change the currently directory to "<system drive>:\Program Files\Exchsrvr\Bin".
- 3). Run the following command:

```
isinteg -s <Exchange Server Name> -fix -test alltests
```

For more information about command Isinteg /fix, please have a look at the following article.

182081 Description of the Isinteg utility

<http://support.microsoft.com/?id=182081>

After that, please verify the issue and let me know the result. If the issue persists, please send me the Application and System Event Log for further research: v-leeli@microsoft.com.

Please let me know the results so that I can provide further assistance on this problem. I am looking forward to your reply. Thanks and have a nice day!

Thanks & Regards,

Lee Li  
Microsoft Online Partner Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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

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microsoft.public.exchange2000.information.store: RE: Event ID 217 – Cannot backup Message Store

| Reply-To: "Marc Juffkins" <riverbank@noemail.postalias>  
| From: "Marc Juffkins" <riverbank@noemail.postalias>  
| Subject: Event ID 217 – Cannot backup Message Store  
| Date: Fri, 12 Nov 2004 17:20:36 –0000  
| Lines: 126  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
| X-MIMEOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
| X-RFC2646: Format=Flowed; Original  
| Message-ID: <OTuxsvNyEHA.260@TK2MSFTNGP11.phx.gbl>  
| Newsgroups:  
microsoft.public.backoffice.smallbiz,microsoft.public.exchange2000.informati  
on.store  
| NNTP-Posting-Host: ip171.net177.adsl.community.co.uk 195.72.177.171  
| Path:  
cpmsftngxa10.phx.gbl!TK2MSFTFEED02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP11  
phx.gbl  
| Xref: cpmsftngxa10.phx.gbl  
microsoft.public.exchange2000.information.store:17462  
microsoft.public.backoffice.smallbiz:156425  
| X-Tomcat-NG: microsoft.public.exchange2000.information.store

| Hi,

| I have a strange problem with a recent server installation running  
Exchange

| 2003 std on Windows 2003 std. A couple of weeks ago the Private Store hit  
| its storage limit of 16Gb and so we defragmented the database using the  
| ESEUTIL /D command, which reduced the store down to a more reasonable  
12Gb.

| Since then we have failed to get a backup of Exchange using Veritas  
Backup

| Exec with the Exchange Agent or the local machines NTBackup utility. When  
| the backup runs, it runs all the way to 12Gb and puts the following entry  
in

| the Event Viewer application log:

| -----

| Event Type: Error

| Event Source: ESE

| Event Category: Logging/Recovery

| Event ID: 217

| Date: 12/11/2004

| Time: 16:41:16

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|  
| User: N/A  
|  
| Computer: PRECEPT02  
|  
| Description:  
|  
| Information Store (5572) First Storage Group: Error (-4001) during backup  
| of  
| a database (file D:\Exchange\priv1.edb). The database will be unable to  
| restore.  
|  
|  
| For more information, click <http://www.microsoft.com/contentdirect.asp>  
|  
| There is not much from the Veritas software but the NTBackup log has the  
| following detail:  
|  
| \_\_\_\_\_  
| Backup Status  
|  
| Operation: Backup  
|  
| Active backup destination: File  
|  
| Media name: "ExchangeBackup12-11-04.bkf created 12/11/2004 at 16:28"  
|  
|  
| Backup of "PRECEPT02\Microsoft Information Store\First Storage Group"  
|  
| Backup set #1 on media #1  
|  
| Backup description: "Set created 12/11/2004 at 16:28"  
|  
| Media name: "ExchangeBackup12-11-04.bkf created 12/11/2004 at 16:28"  
|  
|  
| Backup Type: Normal  
|  
|  
| Backup started on 12/11/2004 at 16:28.  
|  
| Folder PRECEPT02\Microsoft Information Store\First Storage Group\Mailbox  
| Store (PRECEPT02)  
|  
| D:\Exchange\priv1.edb

RE: Event ID 217 – Cannot backup Message Store

| The 'Microsoft Information Store' returned 'Error returned from an ESE  
| function call (d).

| ' from a call to 'HrESEBackupRead()' additional data '-The 'Microsoft  
| Information Store' returned 'Error returned from an ESE function call (d).

| ' from a call to 'HrESEBackupRead()' additional data '-'

| The operation was ended.

| Backup completed on 12/11/2004 at 16:41.

| Directories: 0

| Files: 1

| Bytes: 12,316,574,346

| Time: 12 minutes and 22 seconds

| The operation did not successfully complete.

| -----

| I have looked at the Microsoft KB and they only talk about 3rd party  
| signature software causing a problem or hardware problems – neither apply  
| here.

| Has anyone seen or experienced any of the above problems?

| Best Regards,

| Marc Juffkins

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