

Re: best way to recreate a mailbox

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-04/msg00876.html>

- *From:* "Gary Karasik" <gkarasik@xxxxxxx>
 - *Date:* Fri, 1 Apr 2005 22:23:22 -0800
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> Is it a problem that might benefit from the collective wisdom of the NG?

Well, since you asked....

Client was recently switched from SBS 4.5 to 2003 Premium. Dell PE 2600 server, 2g RAM, 4xRAID 5 HDs, 20 XP/SP1 workstations, Office 2003. Paging file is 3g split 2g on C: and 1g on D:. Both volumes are defragged every night with Diskeeper.

Every morning clients log in and start Outlook. About 20 minutes after the first client has logged in, Outlook gets an exclamation point on the tray icon that says, "Requesting data from the server." Outlook hangs and won't show messages. This lasts for about 5 minutes. Sometimes only one client hangs while others work fine, sometimes several clients hang while others work fine, sometimes all clients hang. Problem gets progressively worse through the morning. Problem goes away by itself a little after noon, then system is fine all day.

There's no evidence of Trojans or Viri.

Problem recurs next morning. Problem always begins with one particular user, but she's also always the first one in and working, so very likely coincidental, but she's the one whose mailbox I want to recreate.

Only workaround so far is to dismount the Mailbox Store (takes nearly three minutes for the dismount to complete), do an offline defrag, remount the store, then reboot. I have run ISINTEG/Alltests after every offline defrag and no errors show. After the above workaround, the system is fine all day until the next morning.

There are no CPU-usage spikes apparent while the hanging occurs, nor are there any event-log errors. Also, while the problem is occurring, the Information Store service won't stop.

There is also a problem, likely related, with Backup Exec. If Exchange is selected for backup, the backup hangs; deselect Exchange components, and the backup runs.

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Clearly something is happening overnight that's re-activating the problem. I've only recently noticed the problem with Backup Exec (because it sends a Backup Successful message out after the job times out), so I haven't had a chance to try not running the backup to see if the problem recurs. I've tried stopping the overnight Online Defrag, but the problem still recurred. Also, I can't logically reconcile the idea that the problem's being caused by the overnight backup with the fact that the problem goes away by itself in the afternoons.

We're talking to MS—that's another story (I'm not happy about paying \$245 to be outsourced to India and a group of people who REALLY don't know the product; fortunately we finally got shuffled to someone stateside who is competent), and we will try to recreate the entire Exchange database over the weekend. We're also talking to Veritas about the backup problem. They've also got us running PerfWiz to see what shows up in the performance counters while the problems occurring.

GaryK

"Dave Nickason [SBS MVP]" <gwdibble@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:eqt6CfwNFHA.568@xxxxxxxxxxxxxxxxxxxxxxxx

> Hi Gary – I'd do the former. I think you'll be making more work for
> yourself if you delete the account, such as profile problems on the client
> PC.

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> "Gary Karasik" <gkarasik@xxxxxxx> wrote in message
> news:O92hFuuNFHA.2964@xxxxxxxxxxxxxxxxxxxxxxxx

>> Hi,

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>> I'm trouble-shooting an Exchange problem, and as one test I want to
>> recreate a user's mailbox. Before doing this I will export the user's
>> mail to a PST file, then, after recreating the mailbox, I will import it
>> into the new mailbox.

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>> Question is, What's the best way to do this? Delete the mailbox in
>> Exchange, then recreate it in Exchange, then associate it with the user?
>> Or delete the user account and mailbox, then recreate the user account?

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>> GaryK

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• *Follow-Ups:*

Re: best way to recreate a mailbox

- ◆ **Re: best way to recreate a mailbox**
 - ◇ From: Dave Nickason [SBS MVP]

• **References:**

- ◆ **best way to recreate a mailbox**
 - ◇ From: Gary Karasik
 - ◆ **Re: best way to recreate a mailbox**
 - ◇ From: Dave Nickason [SBS MVP]
-
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