

RE: Error ID: 9548

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg00774.html>

- *From:* v-brancee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Mon, 10 Oct 2005 03:12:22 GMT
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Hello SKC,

Thank you for posting to the SBS Newsgroup.

I am sorry for the delayed response due to weekend. Please understand that the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

I understand you got Event ID 9548 on the server. Also, you notice that the deleted user's mailbox still existed in MailboxStore. If I have misunderstood your concern, please let me know.

My reply is a bit long, so please take your time read through it first and then perform the steps below:

1> For Event ID 9548, please see my following suggestions:

We need go to the Properties of the disabled account in Active Directory Users and Computers (ADUC), and grant the SELF account "Associated External Account" and "Full Mailbox Access" permissions (as KB 291151 described).

291151 Error Message "c1041723" When You Try to Run the Mailbox Cleanup Agent
<http://support.microsoft.com/?id=291151>

However, if the "Associated external account" permission is currently owned by an account that is undesirable or not valid, we must first remove the permission on that account using what are listed in the "Removing the "msExchMasterAccountSID" Attribute" section of KB 316047.

316047 XADM: Addressing Problems That Are Created When You Enable ADC-Generated
<http://support.microsoft.com/?id=316047>

For your convenience, I have listed the complete steps below:

1. In the Active Directory Users and Computers (ADUC) snap-in, on the View

menu, click Advanced Features.

2. In the Properties of the disabled user object, click the Exchange Advanced tab -> Mailbox Rights, and then search the list of accounts for one that has the Associated External Account permission.

3. If no account has this permission, grant the SELF account Associated External Account and Full Mailbox Access permissions.

The SELF account is available in all Windows 2000 domains. All SELF accounts share a well known security identifier (SID) that is identical across all domains. If the SELF account is not already listed in the Permissions dialog box, you can add it by typing "SELF" (without the quotation marks) as the account name.

Only one account at a time can have the Associated External Account permission. If this permission is currently owned by an account that is undesirable or not valid, you must remove the permission on that account before you apply it to SELF. After removing the Associated External Account permission from an account, exit all properties dialog boxes for the disabled user object. (To do so, click OK, not Cancel, at each level.) You must do this because changes to permissions are not applied immediately, but only after you have exited the disabled user object's properties. You will be blocked from changing the owner of the Associated External Account permission until you have closed and re-opened the properties of the object.

4. Reset the Associated External Account permission to SELF.

For more information, please refer to the Microsoft KB article below.

278966 Unable to Move or Log On to Exchange Resource Mailbox
<http://support.microsoft.com/?id=278966>

2> For your second question, you did nothing wrong in deleting the user account. The problem here is that, in Exchange, if you delete a user/mailbox, it is disconnected for a default period of 30 days (the mailbox retention period), and you can reconnect it at any point during that time. Deleting a mailbox does not mean that it is permanently deleted from the information store database right away, only that it is flagged for deletion. At the end of the mailbox retention period, the mailbox is permanently deleted from the database.

To permanently delete the mailbox immediately, perform the following steps:

A. Click Start -> Programs -> Microsoft Exchange -> System manager.

B. Expand Servers -> ServerName -> First Storage Group -> Mailbox Store -> Mailboxes.

C. Right-click Mailboxes, Run Cleanup Agent.

D. Find the mailbox to delete in the right pane, right-click on it and click Purge.

References:

274343 How to Recover a Deleted Mailbox in Exchange
<http://support.microsoft.com/?id=274343>

261142 Exchange Mailboxes Are Displayed with a Red X
<http://support.microsoft.com/?id=261142>

Hope this information helps. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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>Thread-Topic: Error ID: 9548
>thread-index: AcXLJrl2omEEJNywSE+RTxiUWd1HQA==

>X-WBNR-Posting-Host: 83.104.194.213
>From: =?Utf-8?B?U2tj?= <Skc@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>Subject: Error ID: 9548
>Date: Fri, 7 Oct 2005 03:06:03 -0700
>Lines: 16
>Message-ID: <DC765D14-84BD-444F-810C-6D93E0F10F1E@xxxxxxxxxxxx>
>MIME-Version: 1.0
>Content-Type: text/plain;
> charset="Utf-8"
>Content-Transfer-Encoding: 7bit
>X-Newsreader: Microsoft CDO for Windows 2000
>Content-Class: urn:content-classes:message
>Importance: normal
>Priority: normal
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:159610
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Disabled user /o=<domain>/ou=first administrative
>group/cn=Recipients/cn=<username> does not have a master account SID.
Please
>use Active Directory MMC to set an active account as this user's master
>account.
>
>For more information, click <http://www.microsoft.com/contentredirect.asp>.
>
>I keep getting the above in my Application log. I had disabled and then
>deleted the user, but in Exchange System Manager, Admin
>groups>Servers><domain-controller>>MailboxStore>Mailboxes, the user's
mailbox
>is still there.
>
>I remember when i deleted the user, there was a tick against "Mark the
>user's mailbox for deletion". Is this why I am getting these logs?
>
>skc
>

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- Prev by Date: ***RE: smarthosts and fwding outgoing mail to isp mail server***
 - Next by Date: ***RE: Changing external IP address***
 - Previous by thread: ***RE: smarthosts and fwding outgoing mail to isp mail server***
 - Next by thread: ***RE: How to reinstate DC on network with same server name and ID but di***
 - Index(es):
 - ◆ ***Date***

◆ **Thread**