

RE: exchange server cannot mount mailbox store

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg00981.html>

- *From:* v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx ("Nathan Liu [MSFT]")
 - *Date:* Fri, 11 Nov 2005 05:55:21 GMT
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Hi Avir,

Thank you for your quick update.

Before we go any further, please let me know the following information so that we can understand your situation more clearly.

1. What's the exact detailed DNS Events (Source, Event ID and Description)?
2. What's the exact error message when you try to mount the mailbox store in the Exchange System Manager? Please make a screen shot of the error message, and attach the file in your reply.
3. Please also paste the detailed contents of the Application Event error, such as "Source, Event ID and Description".

Meanwhile, you can run netdiag & dcdiag with the /fix switch, and see if this fixes the issue.

4. If the issue still occurs, we can use the "Change IP Address" Tool to re-configure Network services such as DNS, DHCP:

a. Server Management -> Standard Management -> Internet and E-mail, and then click "Change Server IP Address" in the right pane.

b. Type desired internal IP address of your SBS server. Note that you can also input the same IP as what the internal NIC current has. By do thing, the wizard will also attempt to re-configure the network services. For example, it will delete the reverse lookup zone if the zone no longer matches the new IP address, and create a new reverse lookup zone. You can refer to the log file (C:\Program Files\Microsoft Windows Small Business Server\Support named as changeiplog.txt) for more detailed information.

c. Once the wizard is completed, go to DNS Manager by running dnsmgmt.msc.

d. Expand to "Reverse Lookup Zones", and then the Reverse subnet for your private network.

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e. If there's no PTR item for the internal IP, create one by right clicking and choosing "New Pointer".

f. Correctly input the internal IP and the SBS "Host name".

5. If the above steps don't help, please try KB 294328:

294328 How to Reinstall a Dynamic DNS Active Directory– Integrated Zone
<http://support.microsoft.com/?id=294328>

I appreciate your time and cooperation. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you.

Best regards,