

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
-

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,

Nathan Liu (MSFT)
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: exchange server cannot mount mailbox store
>thread-index: AcXmc9XdJ6+ynBL2QF2Ga4NQfkQ/3Q==
>X-WBNR-Posting-Host: 218.80.205.58
>From: "=?Utf-8?B?QXZpcg==?=" <Avir@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>References: <F6CA08C6-FA9D-458D-8D66-B6D755D15A45@xxxxxxxxxxxx>

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<NMI2ulm5FHA.2672@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: RE: exchange server cannot mount mailbox store
>Date: Thu, 10 Nov 2005 19:56:03 -0800
>Lines: 191
>Message-ID: <C1BDB168-DCD8-4200-967D-F6F45370F552@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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:221186
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Dear Nathan
>
>Many thanks for your detailed reply.
>
>I noticed that this problem is in the DNS. in the DNS Events I noticed
>following errors:
>
>The DNS server was unable to open Active Directory. This DNS server is
>configured to obtain and use information from the directory for this zone
>and
>is unable to load the zone without it. Check that the Active Directory is
>functioning properly and reload the zone. The event data is the error code.
>
>The DNS server was unable to open zone 2.168.192.in-addr.arpa in the
>Active
>Directory. This DNS server is configured to obtain and use information
>from
>the directory for this zone and is unable to load the zone without it.
>Check
>that the Active Directory is functioning properly and reload the zone. The
>event data is the error code.
>
>Could you please guide how to fix this problem?
>
>I really appreciate your help.
>
>Thanks & best regards
>Avir
>
>""Nathan Liu [MSFT]"" wrote:
>

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>> Hello Avir,
>>
>> Thank you for posting in the SBS newsgroup.
>>
>> According to your description, I understand that the Exchange Server cannot
>> mount the mailbox store. If I have misunderstood the problem, please don't
>> hesitate to let me know.
>>
>> To narrow down this issue, please answer and perform the following
>> questions and steps:
>>
>> 1. 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.
>>
>> 2. Please also paste the detailed contents of the Event error, such as
>> "Source, Event ID and Description".
>>
>> 3. Have you check the DNS SRV records for the SBS server?
>>
>> 816587 How to verify that SRV DNS records have been created for a domain
>> controller
>> <http://support.microsoft.com/?id=816587>
>>
>> If you still get AD error after verifying good SRV records & Hosts records
>> IS pointing to the correct IP. Make sure all of the NICs in the SBS server
>> are pointing to the internal NIC for DNS name resolution and re-register
>> domain SRV records by running the following commands:
>>
>> ipconfig /flushDNS
>> ipconfig /RegisterDNS
>> net stop netlogon
>> net start netlogon
>>
>> 4. Please run 'services.msc' (without the quotation marks) on the command
>> prompt on the SBS 2003 Server, and check the running status of the Exchange
>> services.
>>
>> 5. What's the size of the mailbox store? Please install the Exchange 2003
>> SP2, and then check if the issue can be reproduced.
>>
>> Exchange Server 2003 SP2 Overview
>> <http://www.microsoft.com/exchange/downloads/2003/sp2/overview.msp>

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>>
>> 6. Please follow this suggestion to narrow down this problem:
>>
>> a. Click Start, click Run, and then in the Open box, type "MSCONFIG"
>> (without the quotation marks). Click OK.
>>
>> b. In the System Configuration Utility (MSConfig) window, click to
select
>> the Selective Startup button.
>>
>> c. Click to clear the check mark from the "Load startup items" below
>> Selective Startup.
>>
>> d. Click the Services tab, click to check the "Hide All Microsoft
Services"
>> box, and remove all the check marks from the remained Non-Microsoft
>> Services.
>>
>> *Note: Please make sure that you do not uncheck the Microsoft services.
>>
>> e. Click OK to close the MSConfig window. Click Yes when you are asked
to
>> restart your computer in order to enable the changes.
>>
>> f. After restarting, please check whether this issue will reoccur.
>>
>> 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,
>>
>> Nathan Liu (MSFT)
>> Microsoft CSS Online Newsgroup Support
>>
>> Get Secure! – www.microsoft.com/security
>> =====
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>> -----

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>> >thread-index: AcXmBe5Wk0U8iD4YRrCIRwITVq73A==

>> >X-WBNR-Posting-Host: 218.80.205.58

>> >From: "?Utf-8?B?QXZpcg==?" <Avir@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>> >Subject: exchange server cannot mount mailbox store

>> >Date: Thu, 10 Nov 2005 06:49:19 -0800

>> >Lines: 36

>> >Message-ID: <F6CA08C6-FA9D-458D-8D66-B6D755D15A45@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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl

>> >Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:220888

>> >X-Tomcat-NG: microsoft.public.windows.server.sbs

>> >

>> >Hi All,

>> >

>> >We have a SBS 2003 server and a Windows 2003 Terminal Server.

>> >

>> >Todya morning I installed a new SSL certificate (to enable RPC over

>> >Internet). also I installed a

>> >new licence for 20 users.

>> >

>> >there is something wrong after making above two changes. now the

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 - ◆ ***Date***
 - ◆ ***Thread***