

# RE: exchange server cannot mount mailbox store

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg01270.html>

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- *From:* [v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-natliu@xxxxxxxxxxxxxxxxxxxxxxxx) ("Nathan Liu [MSFT]")
  - *Date:* Mon, 14 Nov 2005 08:48:38 GMT
- 

Hi Avir,

Thank you for your update.

Please note the partner managed newsgroups are staffed weekdays by Microsoft Support professionals. Our goal is to provide a one business day response to all posts.

For time critical issues (not business down), we encourage you to contact CSS directly for more immediate assistance:

International Support (non-US/Canada):

<http://support.microsoft.com/common/international.aspx>

US and Canada:

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

To continue working with me in the newsgroups, please see the following:

Based on my research, please refer to the following information:

1. Disable WINS Lookup

=====

On the Domain Controller, start DNS management tool. Locate to the domain, open its properties, on the WINS tab unchecked "Use WINS forward lookup."

2. Click Start-> Run-> Input "services.msc" and press Enter. Please see if you can manually launch the "Microsoft Exchange Information Store" service.

3. Execute "dcdiag > c:\dcdiag.txt" and "netdiag > c:\netdiag" commands on all of the servers, and see if the result is correct or attach the log file to me for further analysis.

4. After further analyzing the issue, we found this error can be caused by missing DNS records. We may check to see if the subfolders under the \_msdcs.domain.local and the domain.local zones in DNS are missing. If so, do the following to recreate the zones in DNS:

a. Right-click Forward Lookup Zones in DNS and select New Zone.

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- b. Specify Primary Zone and use the Domain.Local as the Zone name. Repeat the step and create another New Zone and use \_msdcs.domain.local as the Zone name.
  - c. Stop Netlogon and DNS services.
  - d. Rename the %windir%\system32\config\netlogon.dns and netlogon.dnb files.
  - e. Start the Netlogon and DNS services.
  - f. Run ipconfig /flushdns followed by ipconfig /registerdns.
  - g. Close and reopen the DNS snap-in.
  - h. Verify that the subfolders are present under each zone.
5. 1) Select Administrative Tools and click Event Viewer.  
2) In Event Viewer windows, right-click Application, select Save Log File As to backup.  
3) Right-click Application and select Clear all Events.  
4) Reproduce the issue and select the Application Event log, right click it and select "Save Log File As", save it as .evt file and then attach it in your reply.  
5) Export other Event Logs too (i.e. DNS, System).

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](http://www.microsoft.com/security)

=====

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Any input or comments in this thread are highly appreciated.

=====

RE: exchange server cannot mount mailbox store

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-----  
>Thread-Topic: exchange server cannot mount mailbox store  
>thread-index: AcXm5a+NmQNslkWRSTaZmRlhbeI2dg==  
>X-WBNR-Posting-Host: 218.80.205.58  
>From: "?Utf-8?B?QXZpcg==?" <Avir@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>References: <F6CA08C6-FA9D-458D-8D66-B6D755D15A45@xxxxxxxxxxxx>  
<NMI2ulm5FHA.2672@xxxxxxxxxxxxxxxxxxxxxxxx>  
<C1BDB168-DCD8-4200-967D-F6F45370F552@xxxxxxxxxxxx>  
<1TwaESo5FHA.832@xxxxxxxxxxxxxxxxxxxxxxxx>  
>Subject: RE: exchange server cannot mount mailbox store  
>Date: Fri, 11 Nov 2005 09:31:01 -0800  
>Lines: 363  
>Message-ID: <2F550C88-3D89-4E60-A503-28686A8ED8CB@xxxxxxxxxxxx>  
>MIME-Version: 1.0  
>Content-Type: text/plain;  
> charset="Utf-8"  
>Content-Transfer-Encoding: 8bit  
>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:221372  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>  
>Dear Nathan  
>  
>Thanks for your quick reply.  
>  
>Below please find answers to your queries:  
>  
>1. Below please find a copy of DNS Event:  
>  
>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.""  
>  
>2. When I try to Mount the Mailbox, following error occurs  
>  
>"the action could not be completed because the m.exchange information  
>store

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>service is unavailable.  
>be sure the service is running and you have network connectivity to the  
>M.Exchange Server Computer"  
>  
>Operation: Retrieving Mount Information  
>ID no: C1041721  
>Exchange System manager  
>  
>If I try to Start Exchange Server Information Store Service, it also  
results  
>in an error.  
>  
>3. Below please find content of Application Event error:  
>  
>Process INETINFO.EXE (PID=1276). Topology Discovery  
>failed, error 0x80040931.  
>  
>4. I tried to run netdiag and dcdiag but it does not solve the problem.  
>  
>5. I tried to change the IP address through the wizard. but got following  
>error:  
>  
>An error occurred while changing the IP address. Your server might be  
>partially configured..."  
>  
>6. in the DNS – reverse Lookup Zone there is no information, it is Empty.  
>  
>7. Could you please let me know what is PTR item for the internam Ip.  
where  
>I can find this setting?  
>  
>8. I did not try the steps in KB294328  
>  
>How to Reinstall a Dynamic DNS Active Directory– Integrated Zone  
><http://support.microsoft.com/?id=294328>  
>  
>Do you think that it might help? if yes I will try it.  
>  
>Hope above information will help you to diagnose the problem.  
>  
>Thanks for your support  
>  
>regards  
>Avir  
>  
>  
>  
>""Nathan Liu [MSFT]"" wrote:  
>  
>> Hi Avir,  
>>

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>> 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.  
>>  
>> 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".  
>>

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>> 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](http://www.microsoft.com/security)

>> =====

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>> so, it will ensure your issues are resolved in a timely manner.

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>> Any input or comments in this thread are highly appreciated.

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>>

>>

>> -----

>> >Thread-Topic: exchange server cannot mount mailbox store

RE: exchange server cannot mount mailbox store

RE: 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>  
>> <NMI2ulm5FHA.2672@xxxxxxxxxxxxxxxxxxxx>  
>> >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?

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>>>  
>>> I really appreciate your help.  
>>>  
>>> Thanks & best regards  
>>> Avir  
>>>  
>>> ""Nathan Liu [MSFT]"" wrote:  
>>>  
>>>> 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  
>>>>

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>>> 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.mspx>  
>>>  
>>> 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  
>>>

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>> >>  
>> >> -----  
>> >> >Thread-Topic: exchange server cannot mount mailbox store  
>> >> >thread-index: AcXmBe5Wk0U8iD4YRrCIRwlTVkq73A==  
>> >> >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

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>>>>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  
>> mailbox  
>>>>>store won't mount, users cannot  
>>>>>connect to mailboxes. it shows an error Microsoft exchange  
information  
>>>> store  
>>>>>is unavailable.  
>>>>>  
>>>>>In the Evenviewer applications i can see below error:  
>

---

• **References:**

- ◆ **[RE: exchange server cannot mount mailbox store](#)**  
    ◇ From: "Nathan Liu [MSFT]"
- ◆ **[RE: exchange server cannot mount mailbox store](#)**  
    ◇ From: "Nathan Liu [MSFT]"
- ◆ **[RE: exchange server cannot mount mailbox store](#)**  
    ◇ From: Avir
  
- Prev by Date: **[Re: Exchange not loading properly, since updates?](#)**
- Next by Date: **[Re: Data Execution Prevention closes IIS on AMD64-based SBS2003](#)**
- Previous by thread: **[RE: exchange server cannot mount mailbox store](#)**
- Next by thread: **[Re: SBS With firewall & DMZ – Use ISA or not?](#)**
- Index(es):
  - ◆ **[Date](#)**
  - ◆ **[Thread](#)**