

# Re: Problem creating new exchange mailbox

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-05/msg03203.html>

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- *From:* "Merv Porter [SBS-MVP]" <[mwport@xxxxxxxxxxxxxxxxxxxxxx](mailto:mwport@xxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 18 May 2006 14:00:07 -0400
- 

Ok. Let's step back a moment. What is the exact text of the error message that the roaming profile user gets when they log on? Also, are there any errors in the events logs on the server or the workstations? And this happens with new users accounts only?

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Merv Porter [SBS MVP]  
=====

"bjomann" <[bjornitlogi@xxxxxxxx](mailto:bjornitlogi@xxxxxxxx)> wrote in message  
<news:577C1A10-55F1-44C9-9785-8E47CE590650@xxxxxxxxxxxxxxxxxxxx>

Unfortunaltely Im not the one troubleshooting onsite, but my partner told me it could not be turned off at server or client station.

Do you mean shut it off in the Services in Administrative Tools?

---  
Bjorn Johansen

"Merv Porter [SBS-MVP]" wrote:

I seem to remember some problems with the Trend firewall service. What happens if you stop/disable (on the SBS server) the Trend Micro Client/Server Security Agent Personal Firewall service and then have a user try to log onto their computer (maybe after a reboot of the workstation)?

---  
Merv Porter [SBS MVP]  
=====

"bjomann" <[bjornitlogi@xxxxxxxx](mailto:bjornitlogi@xxxxxxxx)> wrote in message

Re: Problem creating new exchange mailbox

news:A62F51FE-F134-45D0-BD21-980E7DDB11A9@xxxxxxxxxxxxxxxxxxxx

Do you mean the administrative tools / services on the server? Yes, that service is started. We do use trend micro Client Server Security Agent (prog version 7.2).  
--  
Bjorn Johansen

"Merv Porter [SBS-MVP]" wrote:

Do you have Trend Micro CSM v3.0 antivirus with the "Trend Micro Client/Server Security Agent Personal Firewall"s service enabled?

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Merv Porter [SBS MVP]

=====

"bjomann" <bjornitlogi@xxxxxxx> wrote in message

news:C1815538-5E35-452E-AC07-F9C85F3A3E12@xxxxxxxxxxxxxxxxxxxx

Hi again.

Seems now we have problems with the new user accounts somehow. We use roaming profiles, but after they have been created, they stop working when the users log. They get error message saying it cannot locate the roaming profile, and will log on with a temp profile.

Can this have to do with the exchange problem we had? Exchange seems otherwise to be working fine now.

Get these warnings (not errors) in the event log:

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1:

Event Type: Warning  
Event Source:  
MSEExchangeIS Mailbox  
Store  
Event Category: MTA  
Connections  
Event ID: 2000  
Date: 16.05.2006  
Time: 17:28:38  
User: N/A  
Computer: QSRV02  
Description:  
Verify that the Microsoft  
Exchange MTA service has  
started.  
Consecutive  
ma-open calls are failing  
with error 3051.

For more information, click  
<http://www.microsoft.com/contentredirect.asp>.

2:

Event Type: Warning  
Event Source:  
MSEExchangeSA  
Event Category: OAL  
Generator  
Event ID: 9327  
Date: 16.05.2006  
Time: 17:25:37  
User: N/A  
Computer: QSRV02  
Description:  
OALGen skipped some  
entries in the offline address  
list '\Global  
Address  
List'. To see which entries  
are affected, event logging  
for the OAL  
Generator must be set to at  
least medium.  
– Default Offline Address  
List

For more information, click  
<http://www.microsoft.com/contentredirect.asp>.

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3:

Event Type: Warning

Event Source: Perflib

Event Category: None

Event ID: 2003

Date: 16.05.2006

Time: 17:24:01

User: N/A

Computer: QSRV02

Description:

The configuration  
information of the  
performance library

"C:\WINDOWS\system32\perfts.dll"

for the "TermService"

service does

not

match

the trusted performance

library information stored in

the registry.

The

functions in this library will

not be treated as trusted.

For more information, see

Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

4:

Event Type: Warning

Event Source: Perflib

Event Category: None

Event ID: 1016

Date: 16.05.2006

Time: 17:23:48

User: N/A

Computer: QSRV02

Description:

The data buffer created for

the "MSExchangeIS"

service in the

"C:\Program

Files\Exchsrvr\bin\mdbperf.dll"

library is not aligned on an

8-byte

boundary.

This may cause problems

for applications that are

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trying to read the performance data buffer. Contact the manufacturer of this library or service to have this problem corrected or to get a newer version of this library.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 28 8d 82 00 f4 2b 00  
00 (?.,ô+..

5:

Event Type: Warning

Event Source: Perflib

Event Category: None

Event ID: 1016

Date: 16.05.2006

Time: 17:23:46

User: N/A

Computer: QSRV02

Description:

The data buffer created for the "EXOLEDB" service in the "C:\Program Files\Exchsrvr\bin\exodbpc.dll" library is not aligned on an 8-byte boundary.

This may cause problems for applications that are trying to read the performance data buffer. Contact the manufacturer of this library or service to have this problem corrected or to get a newer version of this library.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: f4 0c 7d 00 04 15 00

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00 ô.}.....

6:

Event Type: Warning

Event Source: WinMgmt

Event Category: None

Event ID: 5603

Date: 16.05.2006

Time: 17:23:39

User: NT

AUTHORITY\SYSTEM

Computer: QSRV02

Description:

A provider, PerfProv, has been registered in the WMI namespace,

ROOT\CIMV2\MicrosoftHealthMonitor\PerfMon, but did not specify the

HostingModel property.

This provider will be run using the

LocalSystem

account. This account is privileged and the provider may cause a

security violation if it does not correctly impersonate user requests.

Ensure

that

provider has been reviewed for security behavior and

update the HostingModel

property of the provider registration to an account

with the least

privileges

possible for the required functionality.

For more information, see

Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Could there be a connection?

Thanks for all help:)

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--  
Bjorn Johansen

"Merv Porter [SBS-MVP]"  
wrote:

That should  
work. It  
sounds like  
the original  
exchange  
accounts  
were  
linked  
to the  
Recovery  
Storage  
Group  
which has  
now been  
deleted, so  
recreating  
those  
accounts  
now should  
place the  
Exchange  
mailboxes  
correctly  
under  
in  
the First  
Storage  
Group.

--  
Merv Porter  
[SBS MVP]

-----  
"bjomann"  
<bjornitlogi@xxxxxxxx>  
wrote in  
message  
[news:0E40AB85-67A4-4485-BA87-6E77A7AAC4E1@xxxxxxxx](mailto:news:0E40AB85-67A4-4485-BA87-6E77A7AAC4E1@xxxxxxxx)

No,  
I  
did  
not

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use  
that  
method.  
But  
I  
have  
already  
deleted  
the  
Recovery  
Storage  
Group.

&g ; not a  
real big  
problem to  
create new  
accounts,  
since its  
only  
a  
few,

and  
we  
have  
not  
migrated  
the  
users  
from  
pop3  
to  
exchange  
yet.  
Thats  
the  
next  
step.

Will  
that  
method  
work  
since  
I  
have  
deleted  
that  
group?

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--  
Bjorn  
Johansen

"Merv  
Porter  
[SBS-MVP]"  
wrote:

Did  
you  
use  
the  
following  
method  
to  
move  
the  
Recovery  
Storage  
Group  
database?

How  
to  
Move  
Exchange  
Database  
Files  
Between  
Folders  
on  
the  
Same  
Drive

<http://www.microsoft.com/technet/prodtechnol/excha>

--  
Merv  
Porter  
[SBS  
MVP]

=====  
"bjomann"  
<bjornitlogi@xxxxxxx>  
wrote  
in  
message

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news:991F620E-DB6D-4C49-BF73-A228F317D2

Hurray.

When  
i  
create  
a  
new  
user,  
it  
now  
gets  
an  
exchange  
account.  
Thanks.

A  
litte  
minor  
issue:  
When  
I  
moved  
the  
exchange  
box  
from  
recovery  
storage  
group  
to  
first  
storage  
group  
for  
existing  
users,  
they  
didnt  
get  
an  
account  
in  
first  
storage  
group,  
even  
though  
properties

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of  
the  
user  
says  
that  
it  
is  
stored  
in  
the  
right  
place.  
No  
mailbox  
item  
shows  
up.

Do  
you  
know  
the  
cause  
of  
this?  
Or  
do  
I  
have  
to  
recreate  
the  
users  
for  
them  
to  
get  
an  
exchange  
account?

--  
Bjorn  
Johansen

"Merv  
Porter  
[SBS-MVP]"  
wrote:

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Bingo!  
Yes,  
this  
appears  
to  
be  
the  
problem.  
So,  
remove  
the  
Recovery  
Storage  
Group...

<http://seanda.blogspot.com/2005/02/>

--  
Merv  
Porter  
[SBS  
MVP]

=====  
"bjomann"  
<bjornitlogi@xxxxxxx>  
wrote  
in  
message  
<news:42BAD675-C1DA-4BFE-A7>

Here's  
some  
more  
news:

On  
a  
new  
user  
created,  
under  
properties  
-  
Exchange  
General  
-  
Mailbox  
store,  
the  
path  
is:

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QSRV02/Recovery  
Storage  
Group/Mailbox  
Store  
(QSRV02).  
When  
this  
user  
was  
created,  
it  
did  
NOT  
get  
an  
exchange  
account.

Under  
properties  
(same  
place)  
on  
and  
OLD  
user(created  
before  
I  
moved  
the  
database)  
with  
an  
exchange  
account  
that  
works,  
the  
path  
is  
the  
following:  
QSRV02/First  
Storage  
Group/Mailbox  
Store  
(QSRV02).

As  
you  
can

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see,  
these  
paths  
are  
not  
the  
same.

Can  
this  
be  
the  
problem?  
Did  
I  
do  
something  
wrong  
or  
not  
complete  
some  
steps  
in  
moving  
the  
database?

--  
Bjorn  
Johansen