

## Re: can't mount information store

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg01114.html>

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- *From:* "Cris Hanna [SBS-MVP]" <[crisnospamhanna@xx](mailto:crisnospamhanna@xx)>
  - *Date:* Sun, 8 Jul 2007 12:04:32 -0500
- 

As you might guess...the NG's dont always get monitored frequently on the weekends  
Appears like a corrupt log file?

Give us an update when you've checked

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Cris Hanna [SBS-MVP]

-----  
Please do not contact me directly, only respond in the Newsgroups  
MVPs do not work for Microsoft

-----  
Send via Windows Mail on Vista Ultimate connected to SBS 2003 R2  
"Kevin" <[Kevin@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Kevin@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:D3C2AFD8-B2E9-4ED5-B23F-6D3089E02B7A@xxxxxxxxxxxxxxxx](mailto:news:D3C2AFD8-B2E9-4ED5-B23F-6D3089E02B7A@xxxxxxxxxxxxxxxx)

I verified that both the mailbox and public database were in a clean state,  
then moved the E00.log file into a different folder and both databases  
mounted.... Go figure. Anyway, I'm heading to the office to see if mail is  
moving. I'll be back.

--

Thanks for your help.

Kevin

"Kevin" wrote:

I should probably point out. That the database has not been renamed or  
moved.  
It's right where it's suppose to be. Also, the only files in the "DBDATA"  
folder are:  
E00.chk  
E00.log  
E0002A82.log  
priv1.edb  
priv1.stm  
pub1.edb

Re: can't mount information store

pub1.stm  
res1.log  
res2.log

I do appreciate your help.

—

Thanks for your help.

Kevin

"Kevin" wrote:

> Since my last post I have renamed and moved the mdbdata folder to a >  
> secure  
> drive. I then reinstalled exchange and then installed exchange 2003 > sp2. I  
> then moved the original mdbdata folder back. I the exchange routing >  
> engine  
> service  
> is no working, however, I still can't mount the mailbox and public > stores.  
>  
> If I restart the server, the following are in Event Viewer  
> Event Type: Error  
> Event Source: ESE  
> Event Category: Logging/Recovery  
> Event ID: 494  
> Date: 7/7/2007  
> Time: 5:12:04 PM  
> User: N/A  
> Computer: GREGORY  
> Description:  
> Information Store (2660) First Storage Group: Database recovery failed >  
> with  
> error -1216 because it encountered references to a database, > 'C:\Program  
> Files\Exchsrvr\mdbdata\priv1.edb', which is no longer present. The >  
> database  
> was not brought to a Clean Shutdown state before it was removed (or >  
> possibly  
> moved or renamed). The database engine will not permit recovery to >  
> complete  
> for this instance until the missing database is re-instated. If the > database  
> is truly no longer available and no longer required, procedures for  
> recovering from this error are available in the Microsoft Knowledge > Base  
> or  
> by following the "more information" link at the bottom of this message.  
>  
> For more information, click >  
> <http://www.microsoft.com/contentredirect.asp>.  
>  
>  
> Event Type: Error

Re: can't mount information store

- > Event Source: ESE
- > Event Category: Logging/Recovery
- > Event ID: 454
- > Date: 7/7/2007
- > Time: 5:12:04 PM
- > User: N/A
- > Computer: GREGORY
- > Description:
  - > Information Store (2660) First Storage Group: Database recovery/restore
  - > failed with unexpected error -1216.
  - >
  - > For more information, click >  
<http://www.microsoft.com/contentredirect.asp>.
  - >
- > Event Type: Error
- > Event Source: MExchangeIS
- > Event Category: General
- > Event ID: 9518
- > Date: 7/7/2007
- > Time: 5:12:04 PM
- > User: N/A
- > Computer: GREGORY
- > Description:
  - > Error 0xffffb40 starting Storage Group
  - >
  - >/DC=com/DC=gregoryelectricinc/CN=Configuration/CN=Services/CN=Microsoft
  - > Exchange/CN=GREGORYELECTRIC/CN=Administrative
  - > Groups/CN=first > administrative
  - > group/CN=Servers/CN=GREGORY/CN=InformationStore/CN=First
  - > Storage Group > on the
  - > Microsoft Exchange Information Store.
  - > Storage Group - Initialization of Jet failed.
  - >
  - > For more information, click >  
<http://www.microsoft.com/contentredirect.asp>.
  - >
- > Event Type: Error
- > Event Source: MExchangeIS
- > Event Category: General
- > Event ID: 9518
- > Date: 7/7/2007
- > Time: 5:12:04 PM
- > User: N/A
- > Computer: GREGORY
- > Description:
  - > Error 0xffffb40 starting Storage Group
  - >
  - >/DC=com/DC=gregoryelectricinc/CN=Configuration/CN=Services/CN=Microsoft
  - > Exchange/CN=GREGORYELECTRIC/CN=Administrative
  - > Groups/CN=first > administrative
  - > group/CN=Servers/CN=GREGORY/CN=InformationStore/CN=First

Re: can't mount information store

Storage Group > on the  
> Microsoft Exchange Information Store.  
> <NULL>.  
>  
> For more information, click >  
<http://www.microsoft.com/contentredirect.asp>.  
>  
>  
> When I try to mount the mailbox and public store I receive the Error  
> c1041724 and the following is in Event Viewer.  
>  
> Event Type: Error  
> Event Source: MExchangeIS  
> Event Category: General  
> Event ID: 9518  
> Date: 7/7/2007  
> Time: 9:12:10 PM  
> User: N/A  
> Computer: GREGORY  
> Description:  
> Error 0xfffffb40 starting Storage Group  
>  
>/DC=com/DC=gregoryelectricinc/CN=Configuration/CN=Services/CN=Microsoft  
> Exchange/CN=GREGORYELECTRIC/CN=Administrative  
Groups/CN=first > administrative  
> group/CN=Servers/CN=GREGORY/CN=InformationStore/CN=First  
Storage Group > on the  
> Microsoft Exchange Information Store.  
> Storage Group – Initialization of Jet failed.  
>  
> For more information, click >  
<http://www.microsoft.com/contentredirect.asp>.  
>  
>  
> Any Ideas?  
>  
> -- > Thanks for your help.  
>  
> Kevin  
>  
>  
> "Merv Porter [SBS-MVP]" wrote:  
>  
>> A backup of your SBS server (including Exchange databases) is always  
>> recommended, but a reinstall of Exchange should not overwrite your >>  
current  
>> Exchange databases. See the follwoing thread:  
>>  
>> Reinstall Exchange on SBS 2003 SP1  
>>  
[http://groups.google.com/group/microsoft.public.windows.server.sbs/browse\\_thread/thread/21b1705d](http://groups.google.com/group/microsoft.public.windows.server.sbs/browse_thread/thread/21b1705d)

Re: can't mount information store

>>  
>> -- >> Merv Porter [SBS-MVP]  
>> =====  
>> "Kevin" <Kevin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>  
>> news:A3E52CA2-F299-415F-ADEE-E8BB86B9E085@xxxxxxxxxxxxxxxxxxxx  
>>> No I haven't tried to reinstall exchange yet. I just finished >>>  
>>> running  
>>> eseutil  
>>> /d command to defrag the database. It was successful. I've copied >>>  
>>> the  
>>> entire  
>>> exchsrvr folder to another drive. Now, in order to reinstall only >>>  
>>> the  
>>> exchange portion of the SBS 2003 server. Do I need to launch "add >>  
>> and  
>>> remove  
>>> programs" click on "windows small business server 2003" from the >>  
>> currently  
>>> installed programs list? Will this process overwrite the mdbdata >>>  
>>> folder?  
>>> -- >>> Thanks for your help.  
>>>  
>>> Kevin  
>>>  
>>>  
>>> "Merv Porter [SBS-MVP]" wrote:  
>>>  
>>>> Did you reinstall Exchange as well?  
>>>>  
>>>> How to remove and to reinstall IIS on a computer that is running >>  
>>>> Exchange  
>>>> Server  
>>>> <http://support.microsoft.com/kb/320202>  
>>>>  
>>>> Have you looked at:  
>>>> <http://technet.microsoft.com/en-us/library/aa996027.aspx>  
>>>> -----  
>>>> C1041724  
>>>> Error c1041724 is "An internal processing error has occurred. Try  
>>>> restarting  
>>>> the Exchange System Manager or the Microsoft Exchange  
>>>> Information >>>> Store  
>>>> service, or both." For general information about this error, see  
>>>> Knowledge  
>>>> Base article 294318, "C1041724 Error Occurs When You Try to  
>>>> Mount >>>> a  
>>>> Database" (<http://support.microsoft.com/?id=294318>).  
>>>>  
>>>> Check permissions on the folder that the TMP variable points to. >>  
>>>> Exchange

## Re: can't mount information store

>>> needs full control permissions for the root of the drive with the  
>>> transaction log files and database files and all subfolders >>>  
between the  
>>> root  
>>> of the drive and these files. See Knowledge Base article 307242,  
>>> "Information store does not mount with 0xffff745 and -2235 >>>  
errors"  
>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=307242>).  
>>>  
>>> Check the application log for MExchangeIS Event ID 9519. See >>  
>> Knowledge  
>>> Base  
>>> article 312873, "Mailbox Store or a Public Store May Not Mount >>  
>> with  
>>> Error -344" >>>  
(<http://go.microsoft.com/fwlink/?linkid=3052&kbid=312873>).  
>>>  
>>> Check the application log for MExchangeIS Event ID 1088. See >>  
>> Knowledge  
>>> Base  
>>> article 280652, "XADM: "Event ID 1088" Is Logged and Store Fails  
>>> to  
>>> Mount"  
>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=280652>).  
>>>  
>>> Check to ensure that the store you are trying to mount has the >>>  
Allow  
>>> inheritable permissions to propagate to this object check box >>>  
selected.  
>>> See  
>>> Knowledge Base article 827283, "You receive a c1041724 or  
c1041722 >>> error  
>>> message when you try to mount an Exchange 2000 Server mailbox >  
>> store"  
>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=827283>).  
>>>  
>>> If you receive this error when trying to mount a store that has >>>  
just been  
>>> restored from backup, make sure hard recovery has completed. See  
>>> Knowledge  
>>> Base article 253931, "Mounting a Database After Restore Fails with >  
>>> Error  
>>> Message c1041724"  
>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=253931>).  
>>>  
>>> Check to see if a second SystemMailbox object exists for the store >  
>>> you  
>>> are  
>>> trying to mount. See Knowledge Base article 274534, "XADM: Event  
>>> ID 9175,  
>>> 9546, 9519 Messages Occur When Mailbox Store Fails to Mount"

Re: can't mount information store

>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=274534>).  
>>>  
>>> Check to make sure another copy of the same database is not >>>  
running. See  
>>> Knowledge Base article 280753, "XADM: Event ID 9175, 9546,  
9519 >>> Messages  
>>> Occur When Mailbox Store Fails to Mount"  
>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=280753>).  
>>>  
>>> Check the log file drive to ensure that it has adequate space. You >>  
>> may  
>>> see  
>>> MExchangeIS Event 9519 and 9559 in the application log. It is >>  
>> important  
>>> that you do not simply delete transaction log files to make more >>  
>> space.  
>>> These files are part of your Exchange database. For information on >  
>> moving  
>>> log files, see Knowledge Base article 821915, "How to Move >>>  
Exchange  
>>> Databases and Logs in Exchange Server 2003"  
>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=821915>).  
>>>  
>>> Check to make sure your E00.log file has the correct signature. >>  
>> See  
>>> Knowledge Base article 294367, "You Cannot Mount the Database,  
and  
>>> Receive  
>>> Events 9518 and 455"  
>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=294367>).  
>>>  
>>> Check to see if the MDBDATA folder that contains the files for the >  
>> store  
>>> you  
>>> are trying to mount has the proper permissions set on it. See >>>  
Knowledge  
>>> Base  
>>> article 823022, " 'ID No: c1041724' Error Message and Event ID 491  
>>> When  
>>> You  
>>> Try to Mount the Mailbox or the Public Store"  
>>> (<http://go.microsoft.com/fwlink/?linkid=3052&kbid=823022>).  
>>>  
-----  
>>>  
>>> "Kevin" <Kevin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>>  
[news:2BE5A69D-732F-491B-8C77-6E7CA78B34B7@xxxxxxxxxxxxxxxxxxxx](mailto:news:2BE5A69D-732F-491B-8C77-6E7CA78B34B7@xxxxxxxxxxxxxxxxxxxx)  
>>> > I'm running 1 SBS 2003 server. Here is the problem  
>>> >  
>>> > Our OWA stopped working so I uninstalled IIS which basically >>

Re: can't mount information store

>>> crashed  
>>>> the  
>>>> exchange services. I then reinstalled IIS including SMTP and >>>>  
>>>> NNTP. I've  
>>>> ran  
>>>> eseutil to check the integrity of the database and it is in a >>>>>  
clean  
>>>> state.  
>>>> However, I can't mount the store in the exchange manager. I also >  
>>>> can  
>>>> start  
>>>> the exchange routing engine service. The two errors I get are  
>>>> Error 1083 when trying to start the routing engine service  
>>>> Error c1041724 when I try to mount the store.  
>>>>>  
>>>>> Can anyone help me.  
>>>>> -- >>>>> Thanks for your help.  
>>>>>  
>>>>> Kevin  
>>>>>  
>>>>>  
>>>>>  
>>>>>  
>>  
>>  
>>