

Re: Exchange Server Restore From Backup – Help Needed

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg01749.html>

- *From:* "Siv" <g@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 13 Sep 2007 02:20:13 +0100
-

Larry,

I have now realised after reading the knowledgebase article you sent me the link to, that the "database in use" error was because I hadn't "dismounted" the Information Store and the Public Folders. I have now done this after making copious backups of my emails and am doing a restore. Fingers crossed that I can get the client's emails and contacts back!

Thanks again, I feel like I am getting somewhere again.

Siv

"Larry Struckmeyer" <[lstruckmeyer\(at\)mis-wizards\(dot\)com](mailto:lstruckmeyer(at)mis-wizards(dot)com)> wrote in message news:%23ULfBLS9HHA.980@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Because the Travan Tape only holds 20GB uncompressed 40GB compressed, I had to modify the backup so that the Exchange Server files were only backed up as the first storage group, the individual files could not be backed up as they with the customer's data exceeded the backup tape's capacity. I used some advice here from one of the MVPs to modify the SBS script so that it only backed up the Exchange data once in the form of the "first storage group".

Siv:

I often say that I learn something everytime I read the posts in this group. You have shown me a nother tidbit that I did not know. Did any of the info about the errors you were seeing help?

Larry

"Siv" <g@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:uMd\\$WhQ9HHA.5456@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uMd$WhQ9HHA.5456@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

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Larry,

That's the issue really, when I come to do a restore the only option I get is to restore to the current machine or to another Exchange Server. Because the Travan Tape only holds 20GB uncompressed 40GB compressed, I had to modify the backup so that the Exchange Server files were only backed up as the first storage group, the individual files could not be backed up as they with the customer's data exceeded the backup tape's capacity. I used some advice here from one of the MVPs to modify the SBS script so that it only backed up the Exchange data once in the form of the "first storage group".

I will have a look at the link and see if I can fathom out why it keeps saying that the database is in use??

Thanks for your continued help.

Siv

"Larry Struckmeyer" <lstruckmeyer(at)mis-wizards(dot)com> wrote in message news:u84q8wN9HHA.5948@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Siv:

I think I suggested that you not restore the exchange databases to your working folder.

Any search engine should give you lots of hits on the errors you are getting: Here is one.

<http://support.microsoft.com/kb/291996>

But, IMHO, you really need to just get those files off the tape to a silent folder. Once you have a set of files, you may need to run some utilities against them to make them usable.

But you won't know until you get them off the tape and into the proper folder in your customer's system. I am hoping you followed all the directions about same server name, same information store name, same domain name, etc..

Good news is that once you get them off the tape you can make a copy of them and work with them while preserving your copy.

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Larry

"Siv" <g@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
[news:Oy3\\$PiN9HHA.5456@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:Oy3$PiN9HHA.5456@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Larry,

Exact error details from the App Event Log:

Event Type: Error
Event Source: ESE BACKUP
Event Category: Callback
Event ID: 904
Date: 12/09/2007
Time: 01:58:07
User: N/A
Computer: SERVER01
Description:
Information Store (4044) Callback function
call
ErrESECBRestoreGetDestination ended
with error 0xC7FE1F41 Database is
in use.

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

Arrgghh!
Siv

"Siv" <g@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:enotCfN9HHA.3400@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Larry
Set the database settings for
public folders and
information store to
allow overwrite,
Kicked off the restore, but it
fails saying the database is
in use?

Which Exchange Services
should be running and
which not when you do
this.

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Siv

"Siv"

<g@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:ef6QTSN9HHA.980@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Larry,
Thanks for
the advice. I
have backed
up my
existing
exchange
server
to a file in a
saved folder
and are now
restoring
the files
from the
tape to my
machine, I'll
post back
here what
happens!

Thanks for
your advice.

Siv

"Larry
Struckmeyer"

<lstruckmeyer(at)mis-wizards(dot)com>

wrote in
message

news:e2%23W%23BN9HHA.5456@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi
Siv:

Yes,
you
would
want
to
be
careful
not

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to
restore
the
files
from
the
tape
into
the
same
folder
that
holds
your
active
*.edb
and
*.stm
files.
(note
that
they
could
be
in
different
locations)

Could
you
not
put
the
ide
controller
in
the
new
system
for
the
client.
Still,
if
they
have
started
to
collect
mail
you

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can't
overwrite
that
store
either.

Now,
for
the
recovery,
you
may
have
another
issue.
If
you
have
already
started
to
collect
mail
into
a
new
store,
you
do
have
a
problem
with
combining
them.

I
would
first
get
the
*.edb
and
*.stm
files
off
the
tape.
Really
does
not

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matter
if
they
come
to
your
system,
the
customers
system,
or
somewhere
else.
You
just
need
the
files.
Regardless
of
whether
you
restore
them
to
your
system
or
the
customers,
be
very
careful
that
you
do
not
restore
them
to
the
same
folder
as
your
*.edb
and
*.stm
files.
(unless
you

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first
stop
all
the
exchange
services
and
rename
the
current
files.)

Once
they
are
off
the
tape,
then
you
can
deal
with
how
to
get
them
mounted
in
the
new
system.

If
the
new
system
has
already
started
to
collect
mail
into
the
new
store,
you
should
post
here,

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or
in
one
of
the
exchange
groups
for
assistance
with
that.

The
problem
with
"mount
the
databases
after
the
restore"
may
be
that
you
are
not
restoring
them
to
a
location
that
the
exchange
system
manager
knows
about.

Larry

"Siv"
<g@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
news:OJ28wYM9HHA.2004@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

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Larry,
I
must
admit
I
initially
thought
of
fitting
a
hardware
PCI
card,
but
then
after
reading
the
restore
to
alternate
PC
thought
that
would
do
the
trick.
I
am
scared
of
restoring
to
my
box
in
case
it
overwrites/stuffs
up
my
Exchange
server
as
I
do
use
that
for
collecting

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Just
getting
it
off
the
tape.

I
tend
to
throw
hardware
at
a
project
like
this.

<http://computers.pricegrabber.com/storage-d>

I
would
probably
not
even
close
the
case,

Power
off
lay
it
on
its
side,
plug
in
the
card
set
the
tape
drive
on
a
secure
box,
clipboard,
etc.
attach

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all
the
cables.
attach
a
floppy
if
the
server
does
not
have
one
restart
feed
it
the
driver.

If
the
info
you
need
is
on
the
tape,
you
should
be
good
to
go.

reverse
the
above,
stand
the
clients
server
back
up
on
it's
feet.
:-)

OTOH,
you

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could
restore
the
information
store
to
your
server,
copy
them
to
a
USB
thumb
or
external
drive,
and
then
move
them
to
the
client
server

Larry

"Siv"

<g@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

[news:es\\$PG57L9HHA.4584@xxxxxxxxxxxxx](mailto:news:es$PG57L9HHA.4584@xxxxxxxxxxxxx)

Hi,
I
posted
twice
on
this
subject
and
both
posts
never
appeared
maybe
I
inadvertently

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used
a
word
that
blocked
the
post??

The
question:

I
have
a
good
backup
tape
on
a
Travan
tape
from
a
server
that
was
destroyed.
I
am
now
recovering
the
data
from
Exchange.
My
problem
is
that
the
new
server
is
totally
SCSI
and
I
cannot
fit
a
Travan

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tape
drive
to
it
(it
has
a
DAT
72
fitted)
so
I
can't
restore
the
Exchange
Server
data
directly
on
the
machine.
After
pouring
over
a
number
of
MS
Documents
I
can
see
there
are
a
number
of
methods
that
would
allow
me
to
restore
this
data
if
I
was
restoring

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the
tape
on
the
new
machine.

I
discovered
from
the
documentation
that

I
can
redirect
a
restore
from
one
machine
to
another.

My
SBS
box
is
in
the
Sivill.local
domain
and
the
client's
new
Server
is
in
a
domain
called
completeweedcontrol.local
(The
non-fqdn
name
is
CWCLTD,
hereafter
referred
to
as

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CWC).

I
have
fitted
a
Travan
tape
drive
to
my
SBS
box
as
it
does
have
an
IDE
connector
and
then
changed
the
IP
address
of
my
box
so
that
it
is
in
the
same
subnet
as
the
CWC
box
using
the
wizard
in
"Connect
to
the
Internet".
I
wondered

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if
that
would
cause
problems
as
they
are
both
DHCP
servers
but
I
didn't
see
anything
pop
up
(the
logs
may
tell
a
different
story
when
I
get
to
them??)
There
were
no
clients
in
the
network
whilst
I
was
attempting
this.

I
started
the
NTBackup
utility
in
non-wizard
mode

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and
went
to
the
Restore
tab.
I
located
the
"First
Storage
Group"
backup
item
and
clicked
"Restore",
I
was
then
offered
the
option
to
re-direct
the
restore
to
another
database
server.
The
computer
I
was
on
is
called
"SIVILL\SERVER01"
and
the
new
one
is
"CWCLTD\SERVER02".
I
had
tested
they
could
see

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each
other
through
Explorer
and
I
had
set
the
Administrator
user
names
&
passwords
to
the
same
values
on
both
machines.

I
clicked
the
"Browse..."
button
to
see
if
my
server
could
see
the
other
one,
at
first
they
couldn't
but
after
a
while
of
retrying
eventually
I
could
see

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the
two
domains
and
the
SERVER02
computer
listed
in
the
CWCLTD
domain.
When
I
tried
to
select
it,
there
was
a
small
plus
symbol
as
if
there
might
be
a
sub
entry,
but
it
wouldn't
expand
out
and
when
I
clicked
on
the
server
name
"SERVER02"
the
"OK"
button
remained
greyed

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out?

In
the
end
I
cancelled
this
dialog
and
entered
"SERVER02"
manually.

I
set
the
temp
location
for
log
and
patch
files
to
"C:\Temp\Exchange".

I
ticked
the
"Last
Restore
Set"
and
"Mount
Database
After
Restore"
check
boxes
and
then
clicked
OK.

The
first
and
immediate
dialog
came
up

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saying
that
the
log
file
path
could
not
be
created,
yet
when
I
checked
on
SERVER02
it
had
in
fact
created
the
folders.
When
I
OK'd
that
warning
another
came
up
saying:

"The
specified
computer
is
not
a
Microsoft
Exchange
server
or
its
Microsoft
Exchange
services
are
not
started."

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I
checked
and
all
the
usual
services
were
up
and
running
on
SERVER02?

Can
anyone
help
me
with
this
as
it
is
getting
frustrating.

I
am
back
in
at
the
client's
tomorrow
and
really
would
like
to
get
their
email
back
as
well
as
their
contact
information
as
they
have

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been
through
a
fairly
major
disaster
recovery
and
pretty
much
everything
else
has
gone
well!

Siv