

# RE: Event ID 447

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-11/msg03023.html>

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- *From:* Paul Owen <[PaulOwen@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:PaulOwen@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 20 Nov 2007 05:07:01 -0800
- 

Thanks, I will give this a go tonight when its not in use and report back tomorrow

"Robert Li [MSFT]" wrote:

Hi Paul,

Thanks for posting in our newsgroup.

From your description, I know that you get the following event:

Information Store (3976) First Storage Group: A bad page link (error -338) has been detected in a B-Tree (ObjectId: 40, PgnRoot: 188) of database E:\exchsrvr\mdbdata\priv1.edb (116917 => 467000, 0). For more information, click <http://www.microsoft.com/contentredirect.asp>.

If that's not right, please don't hesitate to let me know.

Based on my research, Event ID 447 indicates that the logical database structure has become corrupted. To fix this, please take the following steps:

Note: Please made a backup for Exchange database first.

1. Please run the `eseutil /mh` command to see if the mailbox store is clean shot down.

1) Please run the following command:

```
eseutil /mh "C:\program files\exchsrvr\mdbdata\priv1.edb"
```

2) Check the output to see if the database state as Clean Shutdown. If so, all the log files have been committed to the information store.

2. If the mailbox store was dirty shutdown, please run the `eseutil /p` command against the dismounted database file.

- 1) Click Start, click Run, type cmd in the Open box, and then click OK.
- 2) Open the Program Files\Exchsrvr\Bin folder.

For example, type cd\program files\exchsrvr\bin, and then press ENTER.

- 1) Type esetuil /p "c:\program files\exchsrvr\mdbdata\priv1.edb
- 2) Click OK to continue with the repair operation.

If you have to repair a database with esetuil /p command, some data may be lost. Data loss is frequently minimal.

3. Type esetuil /d "c:\program files\exchsrvr\mdbdata\priv1.edb" to defragment the mailbox store.

4. At the command prompt, run the isinteg -s servername -fix -test alltests command against the database that.

- 1) At the command prompt, change to the Program Files\Exchsrvr\Bin folder.

- 2) Type isinteg -s servername -fix -test alltests (where servername is the host name of the Exchange 2003 computer), and then press ENTER.

- 3) Press the number that corresponds to the storage group name that you want to repair, and then press ENTER.

- 4) Press Y to confirm the selection, and then press ENTER.

- 5) Repeat the isinteg command until the number of database fixes reaches 0 (zero) or does not change.

- 6) Quit the command prompt.

5. Start Exchange System Manager and then mount the database.

If the problem persists, please help me collect the following information for deep research:

MPS Report

- 1) Visit

[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_Exchange.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_Exchange.EXE) to download the file.

- 2) Run the MPSRPT\_Exchange.EXE on the server box.

- 3) Wait for 10~15 minutes.

- 4) Open Windows explorer, navigate to %SYSTEMROOT%\MPSReports\Exchange\cab\

- 5) Send the .cab file directly to v-robelt@xxxxxxxxxxxxxx with subject: 40995520-Event ID 447.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

RE: Event ID 447

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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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<  
<These errors are flagged in event viewer  
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<Information Store (3976) First Storage Group: A bad page link (error -338)  
<has been detected in a B-Tree (ObjectId: 40, PgnRoot: 188) of database  
<E:\exchsrvr\mdbdata\priv1.edb (116917 => 467000, 0). For more information,  
<click <http://www.microsoft.com/contentredirect.asp>.  
<  
<doing a restore of exchange will loose to many emails is there another way?  
<  
<Say export all the mail, delete then recreate the information store, and  
<import the mail again?  
<