

# Re: One user having messages stuck in Local Delivery

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg02187.html>

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- *From:* Keven <[Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 16 Jan 2008 15:48:01 -0800
- 

Well, I'm on my last re-creation of a mailbox right now. I then have to call and step two remote users (one of which already complains already that he can't just use a macbook and external mail) on how to create a new outlook profile to reconnect to their inbox and then explain to them why everything will go slow for hours. :)

I was supposed to leave town tomorrow to meet with another client but have canceled that trip as I worry that tomorrow morning (as has happened the last two mornings) someone on this box will lose their ability to receive emails. I will update tomorrow good or bad news to this thread.

I do not have technet, only MSDN. I really don't want to have to out of pocket for this one. Being that there was an entire disaster recovery (from tapes) on this server just before the incident occurred I'm just getting more and more worried about the hardware it's sitting on now. It's a three year old box and has a motherboard blow on it... that's one of the reasons I'm pretty copasetic about just starting from scratch on new metal. I have a brand spanky new intel rackmount server which has only been sitting here being used as a test machine to throw it on so..

SWING. I've heard of using <http://www.sbsmigration.com/> before from members in my local SBS group. Is this what you are talking about?

Cheers,  
Keven.

"Dave Nickason [SBS MVP]" wrote:

Technically, if you move over to the newly installed box, you'll have new user accounts and new client PC accounts, even if you keep all the naming the same. IMO it's a nightmare getting the workstations moved over.

You should start an new thread for the profile thing, as I have not done it. I think that if you put the workstations back in workgroup mode before

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joining them to the newly created domain, you'll get the option to associate the new user accounts with existing profiles. As I said, I've not tried it. It's important to note that as soon as you connect Outlook to the new server, you'll permanently lose access to the existing OSTs.

IMO, you could do a Swing Migration for this, or pay for a PSS call, much easier than dealing with the workstations and a scratch rebuild. It seems like if that information store mounts, it's fixable. In the worst case scenario, you could create a new mailbox store and import the messages from the PSTs you've already created, rather than reinstalling the whole server and dealing with the workstations. It would be nice to get some input from an Exchange guru for this, but it should be pretty simple and straightforward.

Do you have TechNet? There are two free calls associated with that as well, and last I looked, the whole TechNet subscription cost less than the 2 calls alone.

"Keven" <Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:6BD660C0-DAD2-48FF-9A47-1D4AD7ED652F@xxxxxxxxxxxxxxxxxxxx](mailto:news:6BD660C0-DAD2-48FF-9A47-1D4AD7ED652F@xxxxxxxxxxxxxxxxxxxx)

Well the current result is that I can't claim it as a free call for PSS as it is a retail install of SBS that I am troubleshooting not one from MSDN downloads, so I'm back to nothing again.

Currently I am in process of deleting the mailboxes that are "stuck" and recreating them for the users, then importing their data. At the same time I am on another box installing SBS from scratch with the full expectation that tomorrow morning another mailbox or two will start failing. If any more do fail I will simply "start from scratch" on a new server, recreating all the users, importing their data, and then re-connect all the clients to the new domain.

If I get to this point, just out of curiosity, if I name the domain and the machine the exact same as the existing ones, can the clients connect to it without being recreated? Is there any cheat there at all to save the time of the client reconfigs?

Cheers,  
Keven.

"Dave Nickason [SBS MVP]" wrote:

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Good luck! And, please post back your results in case anyone else is unfortunate enough to run into this.

"Keven" <Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:F844558E-AAB0-46D9-9B4D-5CC324966083@xxxxxxxxxxxxxxxxxxxx](mailto:news:F844558E-AAB0-46D9-9B4D-5CC324966083@xxxxxxxxxxxxxxxxxxxx)

Thanks. I already gave myself access to all of their exchange directories, and then I added them in my exchange connection in outlook and manually created PST files for them all. I don't trust them to get it right themselves. ;)

Now just realizing that with my MSDN subscription I get two free instances to PSS so .. I think I will make the call!

Thanks again, and wish me luck.

Keven.

"Dave Nickason [SBS MVP]" wrote:

I would have all the users do the following: While disconnected from the LAN (disable the NIC or whatever), open Outlook offline. Create a new PST and export the mailbox contents to the PST. This will ensure that no one loses any existing data, no matter what happens on the server. After doing this, they can just r-click the PST in the Outlook

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folder list and  
close  
it.  
Tell them not to use it for  
anything other than a safe  
copy of their  
mailbox  
contents.

PSS is 800-936-4900 in the  
US. From elsewhere, click  
the Contact link  
at  
the bottom of any page of  
microsoft.com. You might  
have to change to  
your  
local country first, click  
Change at the top right of  
the page.

PSS support is not free, but  
they will stick with you until  
the issue  
is  
resolved.

"Keven"

<Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:8C0FF803-819A-42EE-A360-16E820311528@xxxxxxxxxxxxxxxxxxxx](mailto:news:8C0FF803-819A-42EE-A360-16E820311528@xxxxxxxxxxxxxxxxxxxx)

Update on  
this is that it  
is indeed  
getting  
worse. I  
was able to  
fix  
one  
of  
the users by  
removing  
their  
mailbox,  
deleting it,  
and then  
recreating a  
mailbox,  
but within

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12 hours yet  
another user  
is now  
having the  
same  
problems. I  
can't keep  
doing this  
for all users  
as many of  
them  
(including  
now two of  
them with  
the  
problem)  
are remote  
users who  
would take  
FOREVER  
to  
resync and  
aren't quick  
enough on  
their  
computers  
to deal with  
the  
task  
of  
resetting up  
outlook  
over the  
phone with  
me.

I just took  
the mailbox  
store  
offline,  
backed it up  
directly, and  
then  
ran  
through the  
following  
on it:

Eseutil /P  
Eseutil /D  
Isinteg -fix

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-test alltests

Lots of  
problems  
found and  
corrected  
during that  
process it  
seems,  
but  
when  
I took it  
back online  
I am still  
having two  
downed  
users.

Application  
Log has  
been dead  
quiet save  
when I had  
the mailbox  
store  
detached in  
order to run  
the above  
attempted  
repairs.. at  
the end of  
my  
rope  
with this  
and am  
already  
starting a  
new install  
of SBS on a  
new  
machine  
in  
case I can't  
get this  
working..  
but that will  
be a  
nightmare  
as well  
for  
both

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me and the  
external  
users to get  
everything  
from box 1  
to box 2..  
I'd  
love  
to  
keep this  
box running  
until middle  
of Feb when  
the staff  
will all be  
in  
the  
same city  
and I can  
transfer to a  
new install  
of sbs  
inhouse  
with  
them  
all.

PSS.. how  
does one  
contact?

"Dave  
Nickason  
[SBS  
MVP]"  
wrote:

Has  
this  
sorted  
itself  
out?  
When  
you  
view  
the  
local  
delivery  
queue,

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is  
there  
any  
useful  
information  
at  
the  
bottom  
of  
the  
screen  
under  
"additional  
queue  
information?"

If  
this  
situation  
is  
worsening,  
I  
do  
an  
online  
and  
offline  
backup  
of  
your  
databases.  
You  
can  
do  
an  
offline  
by  
simply  
shutting  
down  
the  
Exchange  
services  
and  
copying  
the  
mdbdata  
folder  
elsewhere  
for  
safe

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keeping.  
After  
your  
restart  
the  
services,  
do  
an  
online  
backup  
using  
your  
normal  
procedure  
such  
as  
SBS  
Backup.

Is  
there  
anything  
relevant  
in  
the  
application  
log?  
Exchange  
usually  
logs  
like  
crazy  
if  
something's  
wrong.

If  
you  
don't  
have  
useful  
information  
in  
the  
queue  
information  
or  
the  
logs,  
I'd  
consider

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calling  
PSS  
for  
this  
rather  
than  
troubleshooting  
without  
a  
clear  
path.  
That's  
especially  
true  
if  
it's  
worsening.

"Keven"  
<Keven@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:B1A4AF74-FAB9-479A-B0B2-FEA4391EDC13@x](mailto:news:B1A4AF74-FAB9-479A-B0B2-FEA4391EDC13@x)

I  
had  
an  
entire  
array  
fail  
and  
had  
to  
restore  
SBS2003  
Premium  
server  
from  
backup.  
Restore  
went  
as  
well  
as  
could  
be  
hoped  
for  
and  
company

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back  
up  
and  
running.  
By  
the  
end  
of  
the  
first  
day  
however  
it's  
been  
noted  
that  
one  
specific  
member  
of  
the  
organization  
hasn't  
received  
any  
emails  
even  
ones  
sent  
from  
within  
the  
network.  
Additionally  
all  
email  
sent  
to  
multiple  
people  
which  
included  
him  
didn't  
get  
delivered  
to  
anyone.  
When  
I  
go

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into  
the  
Exchange  
System  
Manager  
and  
look  
at  
the  
Queues  
there  
are  
multiple  
messages  
stuck  
in  
the  
queue,  
all  
of  
which  
have  
his  
email  
address  
in  
them.

I  
have  
attempted  
to  
restart  
the  
exchange  
system  
and  
it  
never  
corrected  
and  
then  
restarted  
the  
server,  
and  
it  
never  
corrected.  
What's  
the

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next  
step  
to  
correct  
this?