

# isinteg Error message when trying to fix Exchange db on SBS 2003 R2

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-04/msg02682.html>

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- *From:* Daniel J
  - *Date:* Sun, 20 Apr 2008 18:30:53 -0700
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Environment

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Running SBS 2003 R2 SP2

Pretty much out of the box except for Sharepoint 3.0 side by side installation

Ran well for 2 weeks

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INCIDENT

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Had a power failure edb's had dirty state shutdown

I have gone through a restore process

afterwards could not mount information stores

No clients could connect to Exchange..

I then went into disaster recovery mode:

repaired edb's with eseutil successfully with eseutil /r

defrag successfully with eseutil /d

went to run "isinteg" ran into error

"Isinteg cannot initiate verification process."

Ran eseutil /mh to see status ... see below for results and the running of isinteg

How can I get isinteg to run and bring databases into consistent state so they can be mounted and the clients then connect to Exchange Server?

\*\*\*\*\*  
ESEUTIL SUBMIT \*\*\*\*\*  
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```
C:\Program Files\Exchsrvr\MDBDATA>"c:\program files\Exchsrvr\bin\eseutil.exe" /m  
h pub1.edb
```

Microsoft(R) Exchange Server Database Utilities

Version 6.5

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Initiating FILE DUMP mode...

Database: pub1.edb

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File Type: Database  
Format ulMagic: 0x89abcdef  
Engine ulMagic: 0x89abcdef  
Format ulVersion: 0x620,11  
Engine ulVersion: 0x620,11  
Created ulVersion: 0x620,11  
DB Signature: Create time:04/20/2008 17:18:35 Rand:67389036 Computer:  
cbDbPage: 4096  
dbtime: 28114 (0x6dd2)  
State: Clean Shutdown  
Log Required: 0-0 (0x0-0x0)  
Streaming File: Yes  
Shadowed: Yes  
Last Objid: 358  
Scrub Dbtime: 0 (0x0)  
Scrub Date: 00/00/1900 00:00:00  
Repair Count: 2  
Repair Date: 04/20/2008 17:09:28  
Old Repair Count: 2  
Last Consistent: (0x0,0,0) 04/20/2008 17:18:40  
Last Attach: (0x0,0,0) 04/20/2008 17:18:35  
Last Detach: (0x0,0,0) 04/20/2008 17:18:40  
Dbid: 2  
Log Signature: Create time:00/00/1900 00:00:00 Rand:0 Computer:  
OS Version: (5.2.3790 SP 2)

Previous Full Backup:  
Log Gen: 0-0 (0x0-0x0)  
Mark: (0x0,0,0)  
Mark: 00/00/1900 00:00:00

Previous Incremental Backup:  
Log Gen: 0-0 (0x0-0x0)  
Mark: (0x0,0,0)  
Mark: 00/00/1900 00:00:00

Current Full Backup:  
Log Gen: 0-0 (0x0-0x0)  
Mark: (0x0,0,0)  
Mark: 00/00/1900 00:00:00

Current Shadow copy backup:  
Log Gen: 0-0 (0x0-0x0)  
Mark: (0x0,0,0)  
Mark: 00/00/1900 00:00:00

cpgUpgrade55Format: 0  
cpgUpgradeFreePages: 0  
cpgUpgradeSpaceMapPages: 0

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ECC Fix Success Count: none  
Old ECC Fix Success Count: none  
ECC Fix Error Count: none  
Old ECC Fix Error Count: none  
Bad Checksum Error Count: none  
Old bad Checksum Error Count: none

Operation completed successfully in 3.0 seconds.

```
*****  
ESEUTIL SUBMIT *****  
*****
```

```
C:\Program Files\Exchsrvr\MDBDATA>"c:\program files\Exchsrvr\bin\eseutil.exe" /m  
h priv1.edb
```

Microsoft(R) Exchange Server Database Utilities  
Version 6.5  
Copyright (C) Microsoft Corporation. All Rights Reserved.

Initiating FILE DUMP mode...  
Database: priv1.edb

File Type: Database  
Format ulMagic: 0x89abcdef  
Engine ulMagic: 0x89abcdef  
Format ulVersion: 0x620,11  
Engine ulVersion: 0x620,11  
Created ulVersion: 0x620,11  
DB Signature: Create time:04/20/2008 17:17:22 Rand:67326065 Computer:  
cbDbPage: 4096  
dbtime: 364663 (0x59077)  
State: Clean Shutdown  
Log Required: 0-0 (0x0-0x0)  
Streaming File: Yes  
Shadowed: Yes  
Last Objid: 1204  
Scrub Dbtime: 0 (0x0)  
Scrub Date: 00/00/1900 00:00:00  
Repair Count: 2  
Repair Date: 04/20/2008 17:08:52  
Old Repair Count: 2  
Last Consistent: (0x0,0,0) 04/20/2008 17:18:14  
Last Attach: (0x0,0,0) 04/20/2008 17:17:22  
Last Detach: (0x0,0,0) 04/20/2008 17:18:14  
Dbid: 2  
Log Signature: Create time:00/00/1900 00:00:00 Rand:0 Computer:  
OS Version: (5.2.3790 SP 2)

Previous Full Backup:  
Log Gen: 0-0 (0x0-0x0)

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Mark: (0x0,0,0)

Mark: 00/00/1900 00:00:00

Previous Incremental Backup:

Log Gen: 0-0 (0x0-0x0)

Mark: (0x0,0,0)

Mark: 00/00/1900 00:00:00

Current Full Backup:

Log Gen: 0-0 (0x0-0x0)

Mark: (0x0,0,0)

Mark: 00/00/1900 00:00:00

Current Shadow copy backup:

Log Gen: 0-0 (0x0-0x0)

Mark: (0x0,0,0)

Mark: 00/00/1900 00:00:00

cpgUpgrade55Format: 0

cpgUpgradeFreePages: 0

cpgUpgradeSpaceMapPages: 0

ECC Fix Success Count: none

Old ECC Fix Success Count: none

ECC Fix Error Count: none

Old ECC Fix Error Count: none

Bad Checksum Error Count: none

Old bad Checksum Error Count: none

Operation completed successfully in 3.0 seconds.

C:\Program Files\Exchsrvr\MDBDATA>

```
*****  
ISINTEG SUBMIT *****  
*****
```

C:\Program Files\Exchsrvr\bin>isinteg -s SRVR-sbs01 -fix -test alltests

Databases for server SRVR-sbs01:

Only databases marked as Offline can be checked

Index Status Database-Name

Storage Group Name: First Storage Group

1 Offline Mailbox Store (SRVR-SBS01)

2 Offline Public Folder Store (SRVR-SBS01)

Enter a number to select a database or press Return to exit.

1

You have selected First Storage Group / Mailbox Store (SRVR-SBS01).

Continue?(Y/N)y

Isinteg cannot initiate verification process.

Please review the log file for more information.

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ISINTEG SUBMIT \*\*\*\*\*  
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C:\Program Files\Exchsrvr\bin>isinteg -s SRVR-sbs01 -fix -test alltests  
Databases for server SRVR-sbs01:  
Only databases marked as Offline can be checked

Index Status Database-Name  
Storage Group Name: First Storage Group  
1 Offline Mailbox Store (SRVR-SBS01)  
2 Offline Public Folder Store (SRVR-SBS01)  
Enter a number to select a database or press Return to exit.  
2

You have selected First Storage Group / Public Folder Store (SRVR-SBS01).  
Continue?(Y/N)y  
Isinteg cannot initiate verification process.  
Please review the log file for more information.

C:\Program Files\Exchsrvr\bin>

\*\*\*\*\*  
\*\*\*\*\* APP LOG FILE ENTRY \*\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*

ESE  
Error 0xffffdfd starting Storage Group  
/DC=local/DC=SRVR-ORG/CN=Configuration/CN=Services/CN=Microsoft  
Exchange/CN=SRVR-ORG/CN=Administrative Groups/CN=first administrative  
group/CN=Servers/CN=SRVR-SBS01/CN=InformationStore/CN=First Storage Group on the Microsoft  
Exchange Information Store.  
Storage Group - Initialization of Jet failed.

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