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Kernel Data Recovery Fixed Exchange Server Mailbox Corruption Issue

Background

Capital Network Solutions (CNS) is a South Wales-based an IT solutions Service Provider with over 18 years of experience in facilitating wide-range of network services to its customers. Everything was going smooth, until CNS faced corruption issues in Exchange Server mailbox that caused barriers in accessing company’s crucial emails.

Subject

While transitioning the mailboxes of MS Exchange Server 2007 SP2 to Exchange Sever 2010 SP1 (DAG), the client faced too many email corruption issues in mailbox store. This issue restricted the client in moving complete mailbox data from older to newer version. More specifically, the client had encountered this ERROR message:

“This mailbox exceeded the maximum number of corrupted items that were specified for this move request”.

Even after trying manual method, like repairing the mailbox by exporting PST files; the client found out no satisfactory progress.

Cause

When Kernel Data Recovery team analyzed the client’s problem, the experts concluded that whenever the mailbox of Exchange Server 2010 Replication Service was tried to upgrade – the corrupted piece of mailbox data (email, attachment, contact item etc.) eventually skipped the mailbox during the transitioning process. This issue created mailbox store corruption and resulted in the loss of data.





Solution

After evaluating the client's problem, it was the time to implement measurable steps to fix up the corrupt mailbox store issues. During inspection, it was found that the client has already tried to resolve the issue by expanding the maximum amount of **Bad Item Limit to 100**. The following command was run in the Exchange Powershell Sever, by the client:

```
Get-MoveRequest | where {$_.Status -eq "Failed"} | Set-MoveRequest -BadItemLimit 100 -AcceptLargeDataLoss
```

Thereafter, the following command was run to resume the migration request:

```
Get-MoveRequest | where {$_.Status -eq "Failed"} | Resume-MoveRequest
```

Kernel Data Recovery team observed that although, the client had been able to move few mailboxes to Exchange Server 2010, but with certain data loss. Being a professional data recovery organization, KDR team left no room for loopholes and made an effective use of its smartly programmed Kernel for Exchange Server Recovery software. The software seemed an effective-run as it not only fixed the EDB files corruption but also preserved the complete data integrity having original structure and Meta properties. Multiple saving options like (MSG, EML, RTF, HTML & Text) and powerful filtering options were some of the complementary benefits of the tool, which was also appreciated by the client.

The client was completely overwhelmed with the solution, as the software completely eliminated the dependency upon technicians to fix any Exchange Server issues. The lifetime license validity and round-the-clock technical support from KDR Company assured the client for making a wise decision.



Outcome

Capital Network Solutions was finally able to perform smooth transition of complete mailbox data from older Exchange version to newer one without any hindrance. The corruption of mailbox store had not been possible, if it was dealt unprofessionally. The total recovery time was beyond client's anticipation and outcome received was highly appreciated by the client.

