Case Study

Kernel Data Recovery Resolved the Issues that Restricted Client to Mount the Database to running Server

Background

KPG is an interdisciplinary design firm specialized in dealing with municipal projects in United States. The client come across the situation, when its employee Ed Poyneer was unable to mount the Exchange database to the running Server. Each time, when the client tried to mount the database, the client encountered the error message: "**An internal processing error has occurred. Try restarting the Exchange System Manager or the Microsoft Exchange Information Store service, or both**".

Subject

While working on Exchange Server 2010, the client had accidently deleted some public folders information of the database. Because of this unintentional deletion, the entire public folder hierarchy including the list of all the folders were deleted too. In Exchange Server, Public folders play an imperative role in gathering, organizing and sharing the information among other users. These public folders contain the mailbox content information and sometimes, they can be used for archiving method as well. Therefore, the deleted public folder information needs to be recovered soon to resume the smooth functioning of Exchange database.

Cause

After unsuccessful attempt of trying various alternatives (even Microsoft DPM) to restore and mount the database, the client then approached to Kernel Data Recovery Company to restore the Exchange Server database files without any loss of data. The KDR team analyzed that the problem of occurring of error message and found that such error usually get displayed when the current Exchange log files gets deleted or removed.

Visit: http://www.nucleustechnologies.com/Exchange-Server-Data-Recovery.html **to learn more**

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Solution

Soon after analyzing the client's issue, the Kernel Data Recovery team gathered all the necessary data to fix the client's problem. For this, the team first tried testing the problem on Microsoft inbuilt utility – ESEUTIL and run the following command on the command prompt:

c:\program files\exchsrvr\bin\eseutil /mh "c:\program files\exchsrvr\mdbdata\name of Exchange database.edb"

After reading the repair count attribute, the team then jumped to next stage, to find out whether there was any inconsistency in the public and private folders of the database, by running the following commands:

To evaluate the consistency for public information store:

c:\program files\exchsrvr\bin>eseutil /mh "drive:\program files\exchsrvr\mdbdata\pub1.edb"

To evaluate the consistency for private information store:

c:\program files\exchsrvr\bin>eseutil /mh "drive:\program files\exchsrvr\mdbdata\priv1.edb"

After reviewing the outcomes, the team found out the inconsistency in the database. Hence came to the conclusion that the log files may not have been committed to the database, such as due to dirty shutdown state. The KDR team tried Kernel for Exchange Server software to fix up the annoying issues of Exchange Server database.

Outcome

Kernel Data Recovery team was able to successfully resolve the client's critical issue within a short span of time. The client found Microsoft Data Protection Manager a complex and non-friendly platform to backup and restore the lost private folders. Using this Kernel for Exchange Server recovery software, the client had faced no complication in carrying out the operations. The client was highly contented with the offered solution as it helped them to conveniently mount the database to the existing server in just no time. Also, the client doesn't have to compromise in terms of data loss and had negligible impact on the staff's productivity. What client liked about the tool was the functionality to recover the file and save it in other supported file formats (like: MSG (Unicode/ANSI), EML, RTF, HTML, and Text) with utter convenience.

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