



Key Words:

Mail Box Recovery for Exchange 2003

Situation:

A user has hard deleted mail and or a sub-folder from their Exchange mail box.

Solution:

1. In Exchange System Manager right click the server name of the exchange server that hosts the users mail box and go “New” “Recovery Storage Group”. Ensure that you specify the location of the database log files and system path – e.g. E:\ExData\RSG\
2. Next, right click the “Recovery Storage Group” and add the mail store to be recovered, ensure that you specify the file names as “priv1.edb and priv1.stm” on the Database tab.
3. On the DR server mount the current Storage craft Image file and copy the relevant store files (ensure you copy all files) across to the exchange server in the folder as specified in 1 above.
4. Dismount the image file on the DR server
5. Before mounting run the following command “C:\Program Files\Exchsrvr\bin\eseutil /r e00 /l E:\EXdata\RSG /d E:\EXdata\RSG /s E:\EXdata\RSG” as this will run a soft recovery.
6. Attempt to mount the store accepting the warning, most times it will mount.
7. If the mount does fail run this command from a command prompt –
“C:\Program Files\Exchsrvr\bin\eseutil.exe” /P “E:\ExData\RSG\priv1.edb”.
Ensure that the relevant path names are correct; this command will warn

about running a repair before you run a recover function – accept the warning and proceed. Ensure that you delete all files except the priv1.edb and the priv1.stm as they are no longer required.

8. When the above command is complete (it can take some time if the edb file is large) mount the store.
9. In the Recovery Storage Group hit F5 to refresh the subfolders and expand until you find the users mailbox to be recovered. Right click on this mailbox and go Exchange Tasks to open the wizard. When the option to merge or copy comes up select merge and allow the task to complete.
10. To clean up do the following
 - a. Dismount the Recovery Storage Group mail store
 - b. Delete the RSG mail store
 - c. Delete the Recovery Storage Group
 - d. Delete the physical files.

Recommendations

1. Ensure that the Retention period in Exchange is set so that normal recovery of delete items in Outlook can be performed.
2. Ensure that Exchange is set to circular logging.

Related Knowledgebase articles

- Microsoft VSS
- Configuring an Exchange Server – Best Practices