

## CASE STUDY

# Harrison School District 2 retains its centralized extensive database with stellar's mailbox exchange recovery

Located in Colorado Springs, Colorado, USA, Harrison School District 2 or Harrison, as is locally known, is the Southern School district which comprises 13 elementary schools, three middle schools, four charter schools, two high schools, one K-8 school, one high school preparatory, and a homeschool program, of which all are accredited as per Colorado laws. Its achievements consist of increased high school graduation rates and improved student progress.

Backed by a world-class curriculum and a goal to improve educational technology in every school, Harrison has been steady on the path to provide the best possible education to children.

## ADMINISTRATIVE CHALLENGE

Harrison stored a lot of crucial data on its Exchange 2013 database. Syllabuses, study material, online brochures, school calendars, strategic plans and most importantly, mailboxes of all its staff members. Therefore, in the event of the server failing or crashing, all this data could pose a risk.

A little while ago, Harrison was confronted with a major problem which demanded immediate action. Their Exchange 2013 database was hit by severe corruption, which was caused due to the database approaching its maximum storage size limit. As there were too many files enclosed in the server's C drive, the system ran out of virtual memory to perform various operations, and eventually became corrupt.

The first reaction of Mr. James Hansen at Harrison was to use the built-in Exchange Eseutil utility to repair the database. He tried to run the utility with the /p switch that rectifies database problems at the page and ESE (Extensible Storage Engine) table levels. Usually, a quick run of Eseutil command followed by an execution of ISInteg is sufficient to repair the database at an application level. However, this resulted in a locked database with the data items becoming inaccessible.

"Exchange 2013 database became corrupted. Probably caused by the C: drive getting too full. Tried running eseutil /p with no luck. Database was locked."

## THE BEST APPROACH



This is a very handy and easy to use software that I would recommend to anyone

### Client:

### ABOUT HARRISON SCHOOL DISTRICT 2

Colorado Based School District which is a conglomerate of various schools accredited as per Colorado laws

[www.hsd2.org](http://www.hsd2.org)

### GOALS

To successfully repair the corrupt Exchange Database file

### APPROACH

- Tried the built-in Eseutil utility to repair the database file (self-approach)
- Leveraged Stellar Repair for Exchange

### RESULTS

- Recovered all mailboxes

James Hansen wanted quick results for recovering the damaged Exchange database files, considering that Harrison School District Two overlooked the databases of over 15+ schools. He researched online on various Exchange recovery tools and found out that Stellar Repair for Exchange was counted as one of the best in the league. However, he had to be sure before entrusting the recovery of Harrison's corrupt database into the software's hands.

He downloaded the demo version of the software and allowed it to run a scan. The product was able to read the corrupt database and James could preview the items stored within. He thus proceeded to registering the product. He purchased the full license of the software and initiated a 'Quick Scan' on the affected Exchange 2013 database.

"Downloaded the demo version and saw that it was able to read the database. Purchased software and started the Quick Scan."

## **STELLAR TO THE RESCUE OF HARRISON**

James then contacted Stellar to assist him with the recovery process of accessing the database. He added that Stellar made initial attempts to connect the database to the server, but couldn't succeed. He knew this was so due to the large size of the database file. He then observed that Stellar created new mailboxes on another server and exported all the recovered files to corresponding mailboxes. In addition, they also recovered employees' mailboxes in individual PST files, so as to enable him to restore them back to his old server when required.

## **A STEEP RECOVERY BY STELLAR**

James was quite pleased with the software's performance. Just about all mailboxes were successfully restored. Although the recovery procedure skipped 6 user mailboxes (largely due to a severely corrupt Exchange Database files), created an empty PST file, and a few missing email attachments, yet the results were far better than any other product he had tried. In order to achieve better results for the users who had experienced difficulties, James initiated an 'Extensive Scan' that searches for recoverable data on a deeper level.

"Just about everybody has been successfully restored"

He was happy to report upto 100% recovery with Stellar Repair for Exchange!

successfully and restored back to the new mailboxes on another live Exchange Server.

- Recovered and saved all the mailboxes from the corrupt database in PST files.