# How to Resolve Microsoft Exchange 2010 Large Message Restore Errors

https://campus.barracuda.com/doc/12195220/

Error Message

If you attempt to restore large messages from Microsoft Exchange 2010, you may encounter a **Max EWS Request** error:

Modify web.config

Use the following steps to resolve a failed restore:

1. Log into your Microsoft Exchange 2010 Server as the administrator, and navigate to the **Program Files > Microsoft > Exchange Server > V14 > Client Access > exchweb**

**> ews** folder, and create a copy of the file **web.config**:
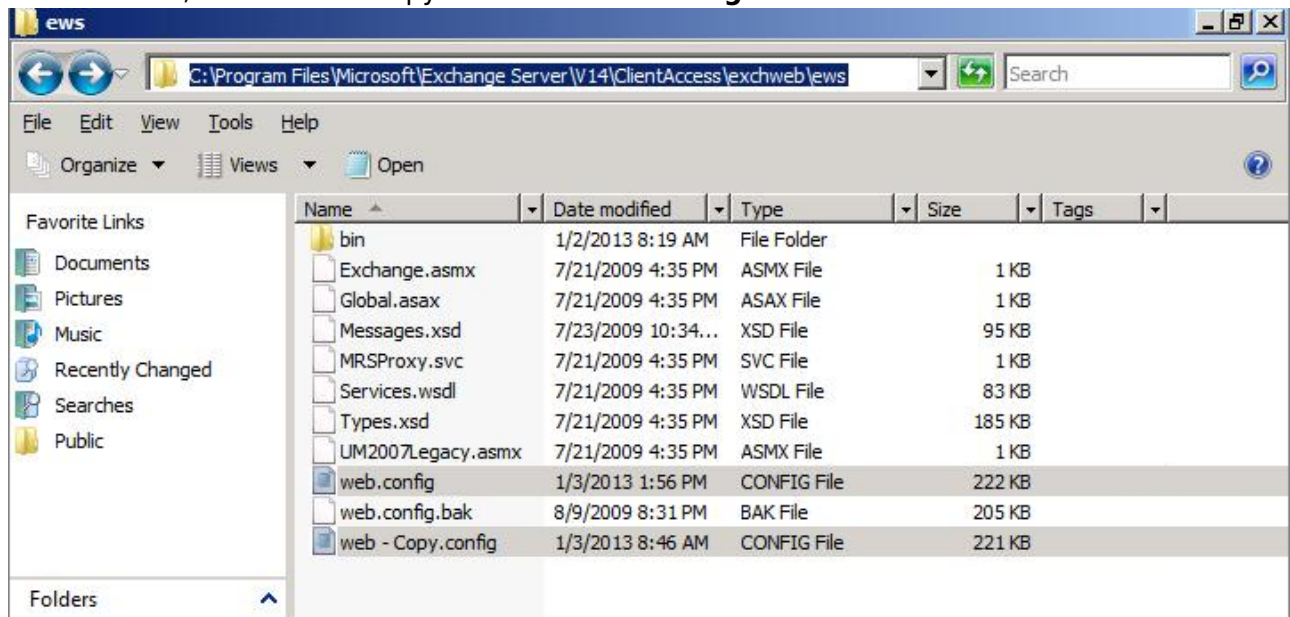
Creating a copy of the **web.config** file allows you to revert to your original settings in case you encounter issues during resolution of the restore error.

2. Open the original **web.config** file using **Notepad** running as the administrator.
3. In **Notepad**, go to **Edit > Find**, and enter max in the **find what** field:
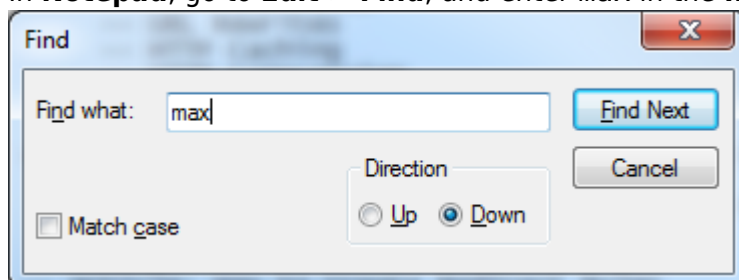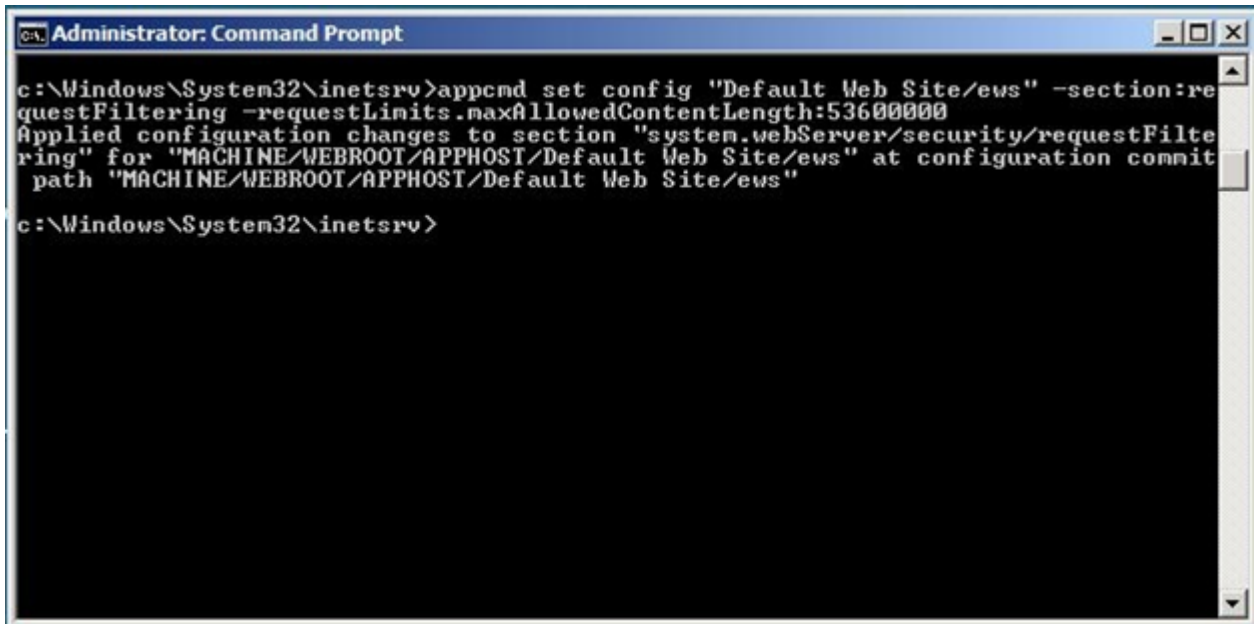
4. Click **Find Next** until you locate the following line of code:
   `<httpsTransport maxReceivedMessageSize="13600000" authenticationScheme="Anonymous" maxBufferSize="81920" transferMode="Streamed" />`
5. The value maxReceivedMessageSize="13600000" represents a maximum attachment size of 13MB. Therefore, any attachments over 13MB cannot be restored. Change this value to a larger value to handle the largest attachment failing to restore, for example, replace 13600000 with 53600000 which allows for attachments just over 50MB:
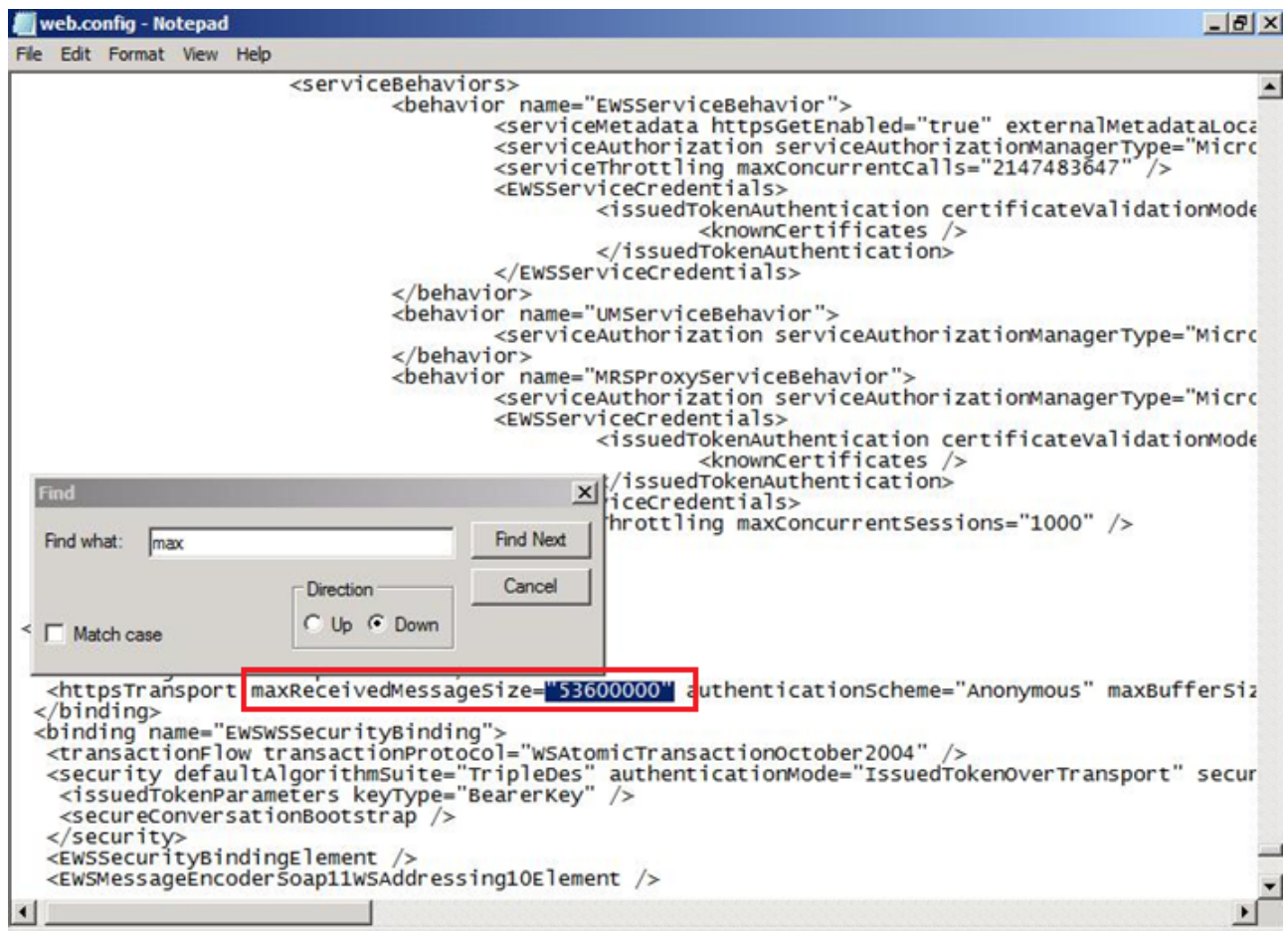
6. Click **Find Next** until you locate the following line of code:
   `<httpsTransport maxReceivedMessageSize="13600000" authenticationScheme="Anonymous" maxBufferSize="81920" transferMode="Streamed" />`
7. Replace 13600000 with the same value you entered in step 5 above, for example, `53600000`.
8. Click **Find Next** once again until you locate the following line of code:
   `<requestLimits maxAllowedContentLength="13600000" />`
9. Replace 13600000 with the same value you entered in step 5 above, for example, `53600000`. Click **File > Save**, and close Notepad.

Run appcmd

1. Log into your Microsoft Exchange 2010 Server, and at a command prompt, change the directory to the **inetsrv** folder:
   `cd c:\windows\system32\inetsrv`
2. At a command prompt, run the **appcmd** command using the new size limit value you entered in the previous section:
   `appcmd set config "Default Web Site/ews" -section:requestFiltering -requestLimits.maxAllowedContentLength:53600000`

3. Close the command prompt.
4. Open **Services** and restart the following services:
   - Restart **IIS Admin Service**:
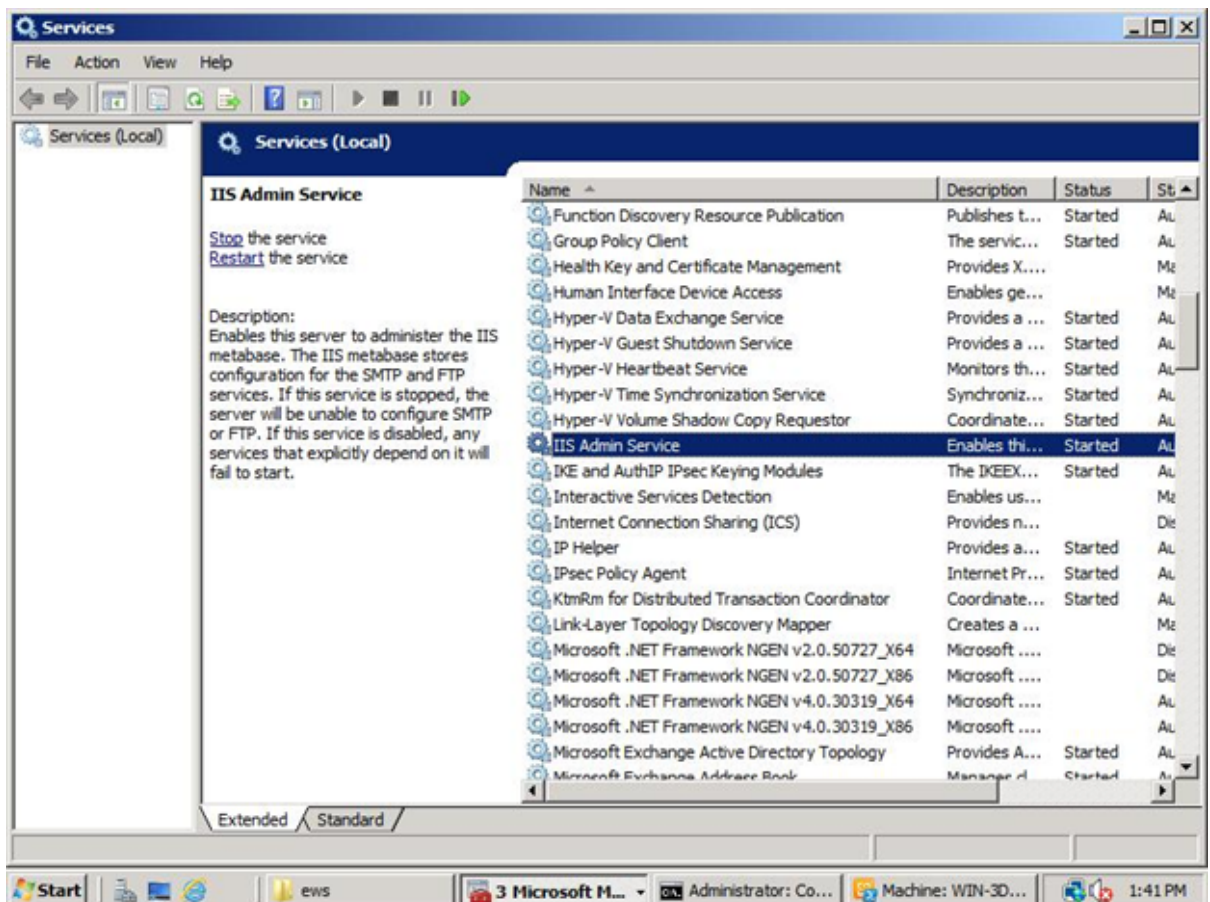
   - Restart **Microsoft Exchange Transport**:
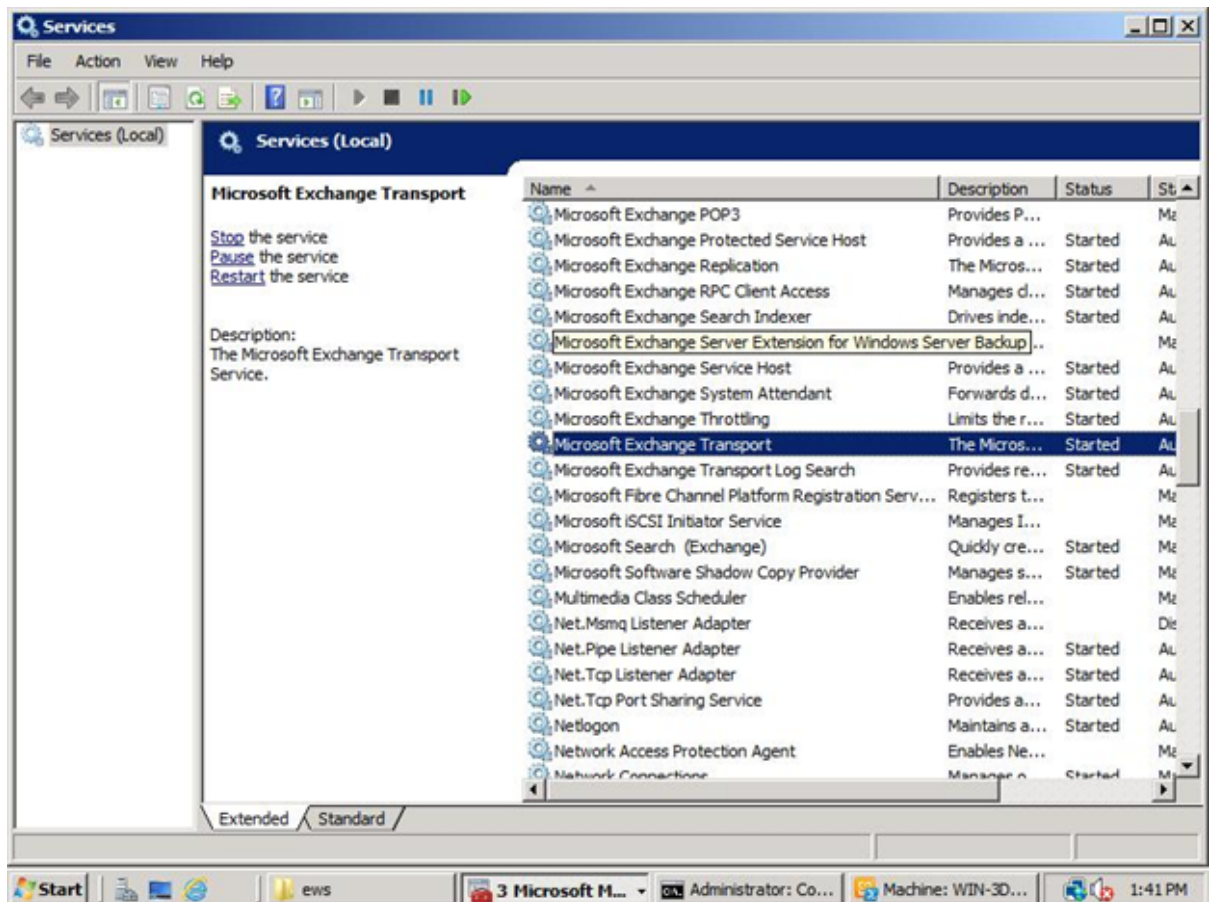
Barracuda Backup Restore

1. Log in to your Barracuda Backup web interface, and restore the messages that originally failed.
2. Messages should now restore without any errors. However, if you continue to encounter errors when restoring large messages, continue to the next section, *Configuration Settings*.

Configuration Settings

Microsoft Exchange 2010 Configuration Settings
Use the steps in the following sections *only* if you continue to encounter errors when restoring large messages.

Verify Exchange Management Console Settings

1. Log in to your Microsoft Exchange 2010 Server, and open the **Exchange Management Console (EMC)**.
2. Expand **Organization Configuration**, click **Hub Transport**, and click the **Global Settings**

tab:
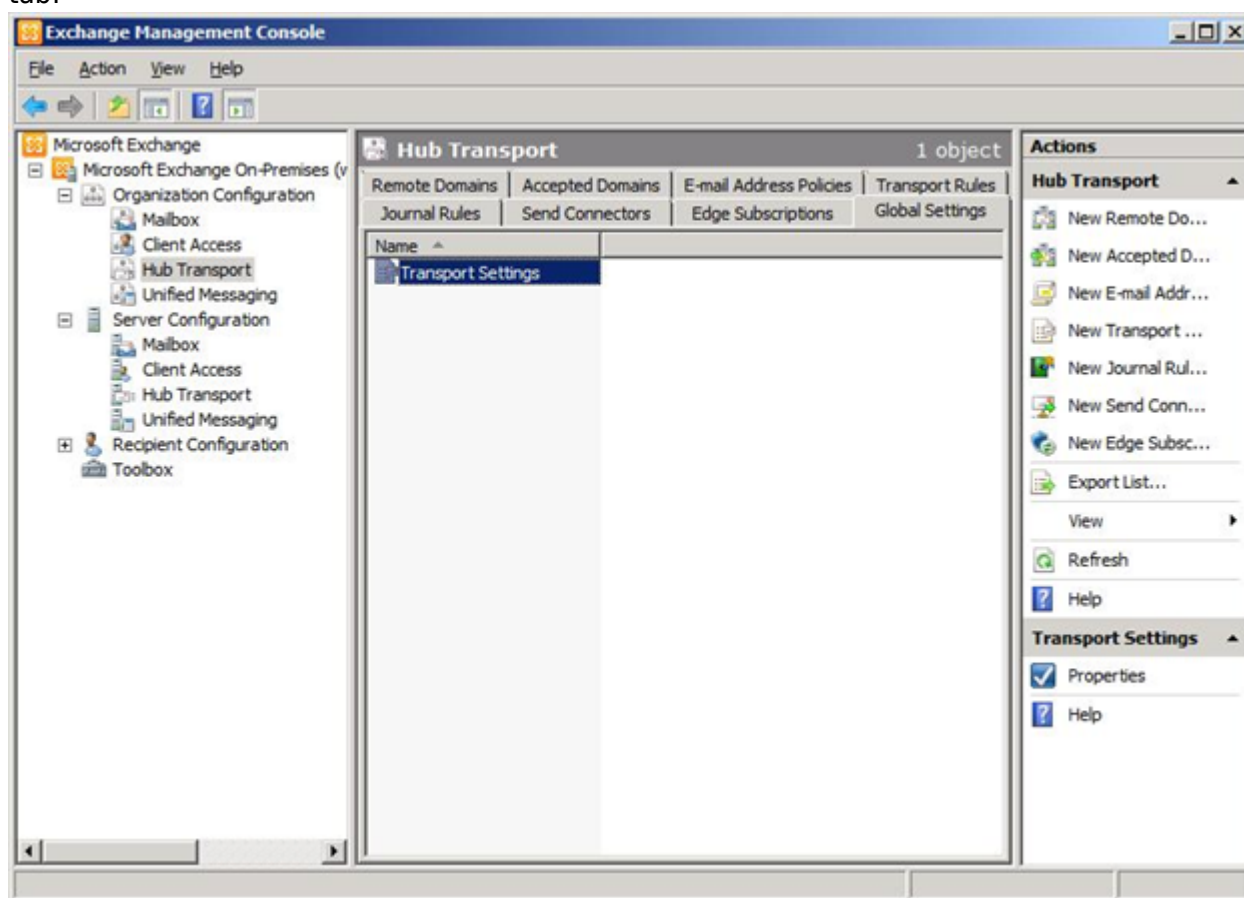
3. Right-click **Transport Settings**, and click **Properties**:
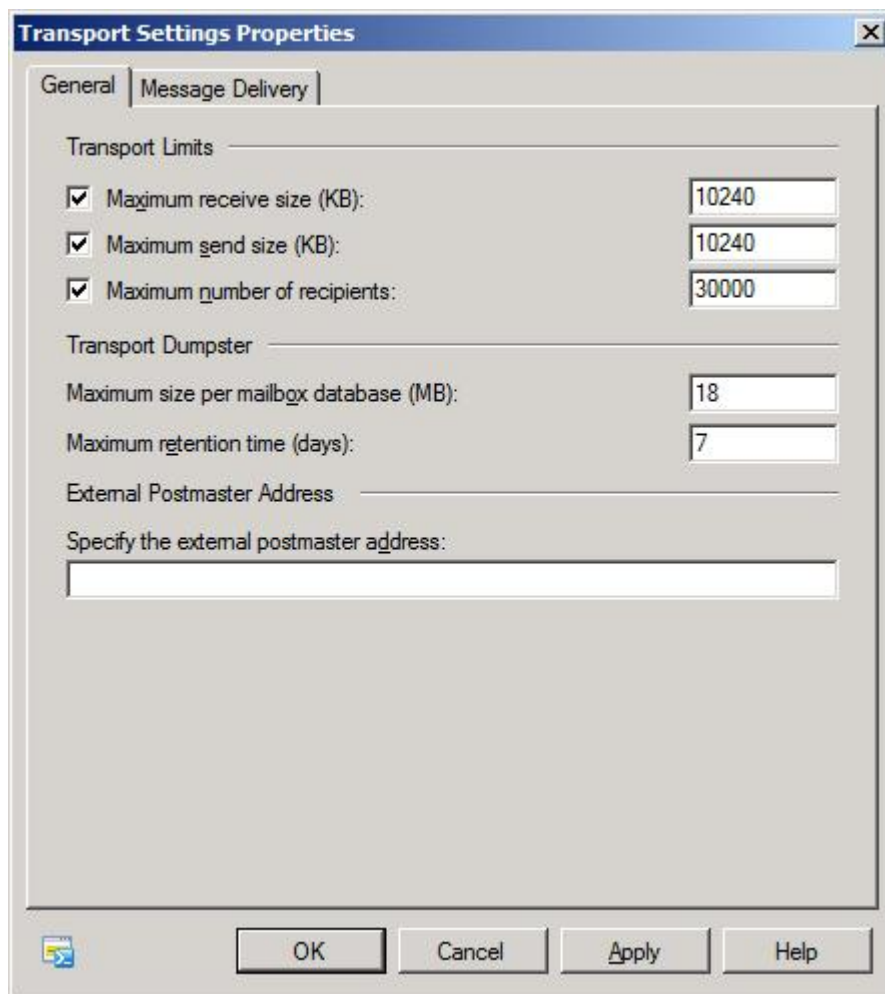
4. Verify the **Transport Limits** settings are large enough and listed correctly, then click **OK**.
5. In the **EMC**, expand **Server Configuration**, click **Hub Transport**:
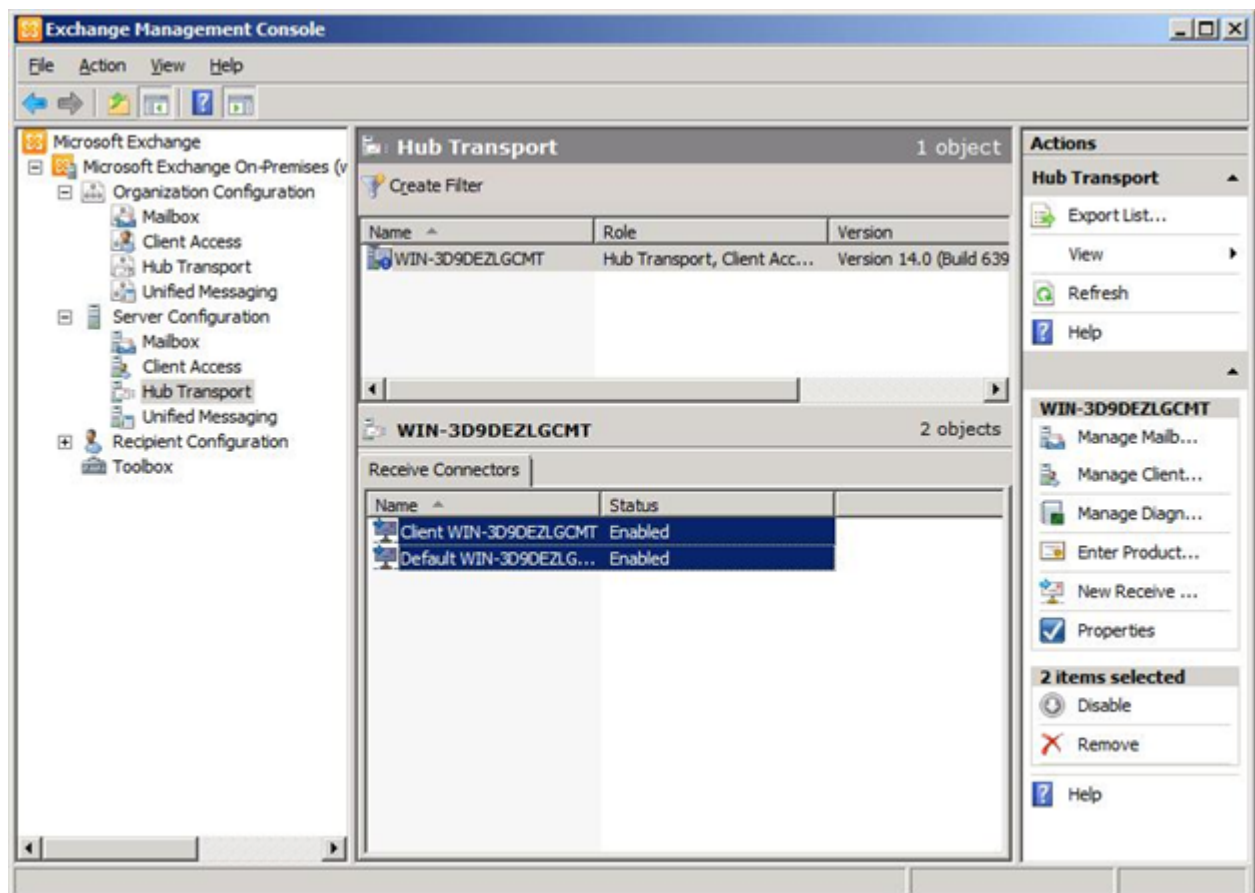
6. Right-click on the **Client** Receive Connector, and click **Properties**:
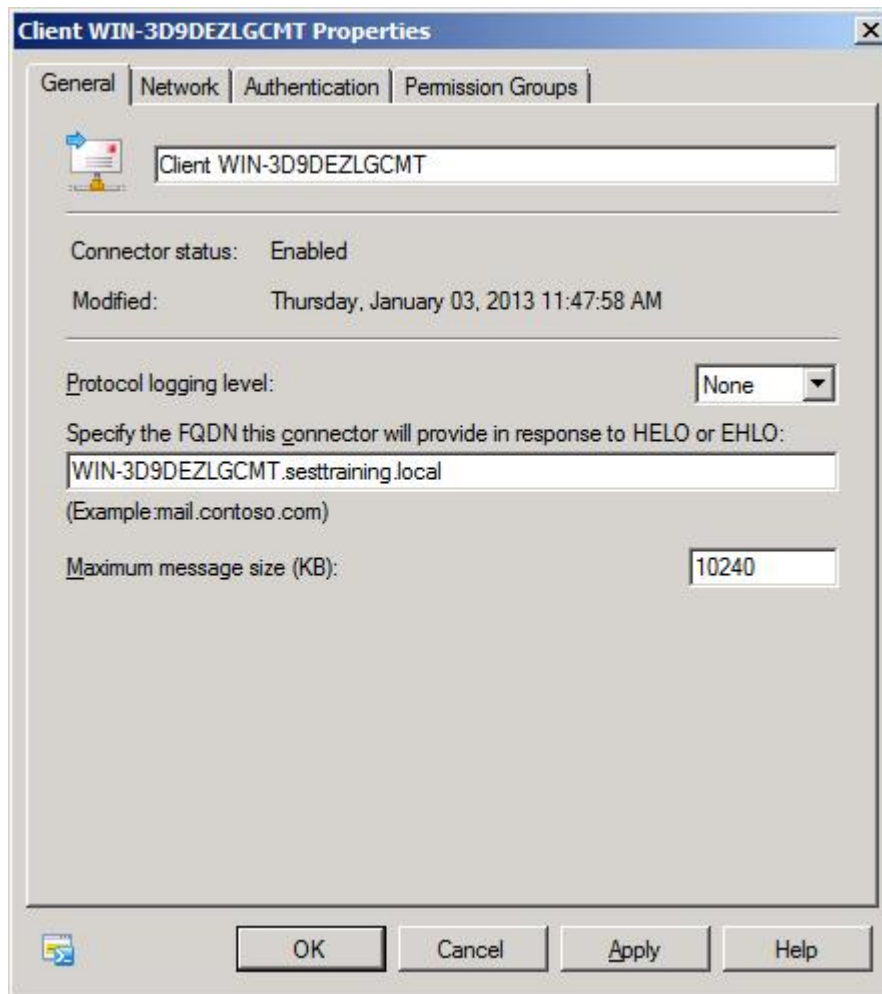
7. Verify the value in the **Maximum message size (KB)** is large enough to accommodate message restore.
8. Right-click the **Default** Receive Connector, click **Properties**, and verify the **Maximum message size (KB)** is large enough to accommodate message restore.
9. If you modified *any* settings in the preceding steps, go to **Services** and restart both **IIS Admin Service** and **Microsoft Exchange Transport** services.

Exchange Management Shell

1. Open the Exchange Management Shell, and enter the following command:
   get-tranportconfig:

```
Machine: WIN-3D9DEZLGCMT.sesttraining.local                                    _ |□| x|
ClearCategories                            : True
DSNConversionMode                          : UseExchangeDSNs
ExternalDelayDsnEnabled                    : True
ExternalDsnDefaultLanguage                 :
ExternalDsnLanguageDetectionEnabled        : True
ExternalDsnMaxMessageAttachSize            : 100 MB (104,857,600 byte
                                             s)
ExternalDsnReportingAuthority              :
ExternalDsnSendHtml                        : True
ExternalPostmasterAddress                  :
GenerateCopyOfDSNFor                       : {}
HygieneSuite                               : Standard
InternalDelayDsnEnabled                    : True
InternalDsnDefaultLanguage                 :
InternalDsnLanguageDetectionEnabled        : True
InternalDsnMaxMessageAttachSize            : 100 MB (104,857,600 byte
                                             s)
InternalDsnReportingAuthority              :
InternalDsnSendHtml                        : True
InternalSMTPServers                        : {}
JournalingReportNdrTo                      : {}
MaxDumpsterSizePerDatabase                 : 100 MB (104,857,600 byte
                                             s)
MaxDumpsterTime                            : 7.00:00:00
MaxReceiveSize                             : 100 MB (104,857,600 byte
                                             s)
MaxRecipientEnvelopeLimit                  : 100000
MaxSendSize                                : 100 MB (104,857,600 byte
                                             s)
MigrationEnabled                           : False
OpenDomainRoutingEnabled                   : False
Rfc2231EncodingEnabled                     : False
ShadowHeartbeatRetryCount                  : 3
ShadowHeartbeatTimeoutInterval             : 00:05:00
ShadowMessageAutoDiscardInterval           : 2.00:00:00
ShadowRedundancyEnabled                    : True
OrganizationRelationshipForExternalOrganizationEmail :
SupervisionTags                            : {Reject, Allow}
TLSReceiveDomainSecureList                 : {}
TLSSendDomainSecureList                    : {}
VerifySecureSubmitEnabled                  : False
VoicemailJournalingEnabled                 : True
HeaderPromotionModeSetting                 : NoCreate
Xexch50Enabled                             : True
```

2. Verify that the following settings are large enough and listed correctly:
   - ExternalDsnMaxMessageAttachSize
   - InternalDsnMaxMessageAttachSize
   - MaxReceiveSize
   - MaxRecipientEnvelopeLimit (shown in KB)
   - MaxSendSize
3. If any of the values need modification, run the following command:
   Set-transportconfig -<setting to be changed> <size>
   For example:
   set-transportconfig -MaxSendSize 50MB
4. If you modified *any* values through the Exchange Management Shell, go to **Services** and restart both **IIS Admin Service** and **Microsoft Exchange Transport** services.

Figures

1. BBS_restore_error.png
2. ews_folder.png
3. find_max.png
4. max_message_size.png
5. run_command.png
6. iis_admin_restart.png
7. ms_exchange_transport.png
8. transport_settings.png
9. properties.png
10. client_receive.png
11. client_win.png
12. mgmt_shell.png