
Information Store Restore Fails With Exception Thrown

<https://campus.barracuda.com/doc/15466/>

When restoring an Exchange Information Store to a machine other than the original, the restore cancels itself with an **Exception Thrown** error. This happens when you run the restore from the Backup Monitor but not when you run the restore from the management portal.

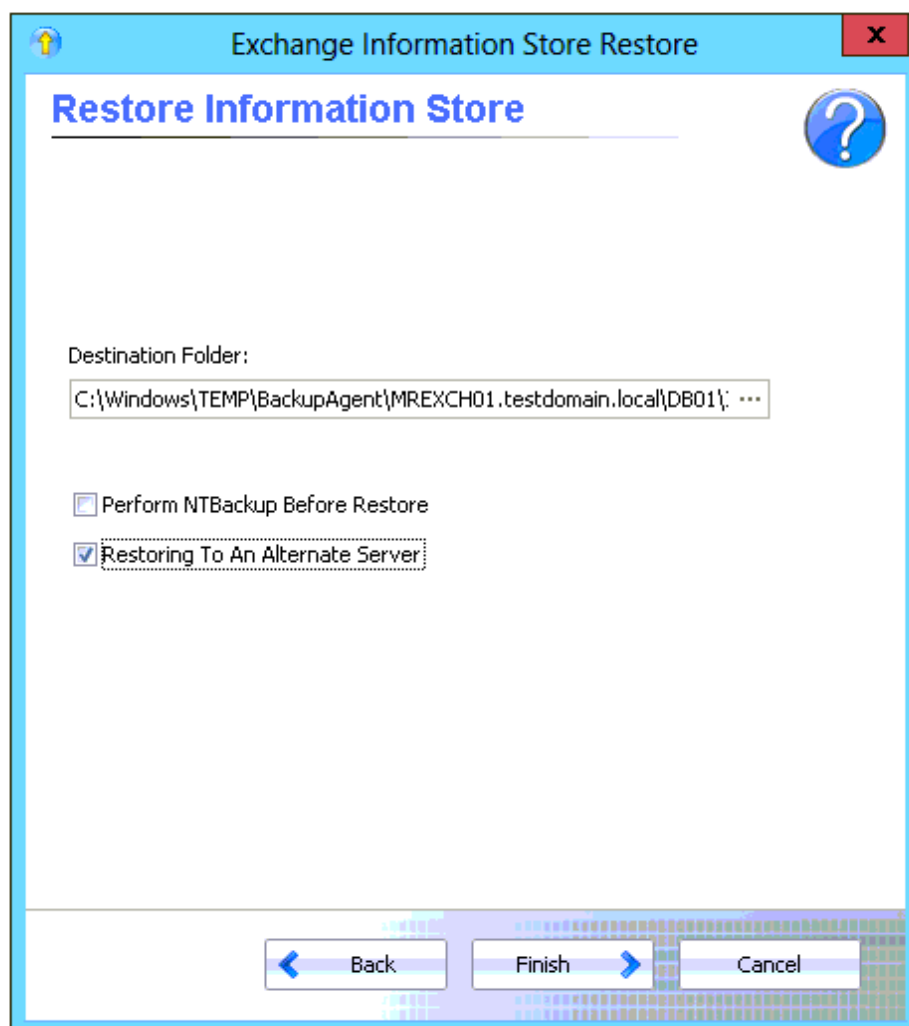
Explanation

While this error can be caused by any of the issues in the article [Test Connection or Backup Fails with Exception Thrown](#) there is also a case unique to Exchange Information Store restores. If you choose to restore over the current information store on an alternate machine and run the restore from within the Backup Monitor, the restore will fail if you leave the "Restoring To An Alternate Server" option unchecked.

Resolution

This problem can be resolved using either of the two methods below:

1. Perform the restore from the management portal.
2. Perform the restore from the Backup Monitor and check the box for **Restoring To An Alternate Server** in the restore wizard.



Figures

1. `exchangerestorealternatemachine.png`

© Barracuda Networks Inc., 2025 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.