



Troubleshooting Exchange Server 2010 Log Truncating Issues

This article refers to the [Barracuda Backup Legacy Release](#) firmware or newer, and [Microsoft Exchange Server 2010](#).

To verify the Microsoft Exchange backup completed successfully and backed up the log files:

- Check Services
- Check the Volume Shadow Copy (VSS) Writers
- Check Application Events

Check Services

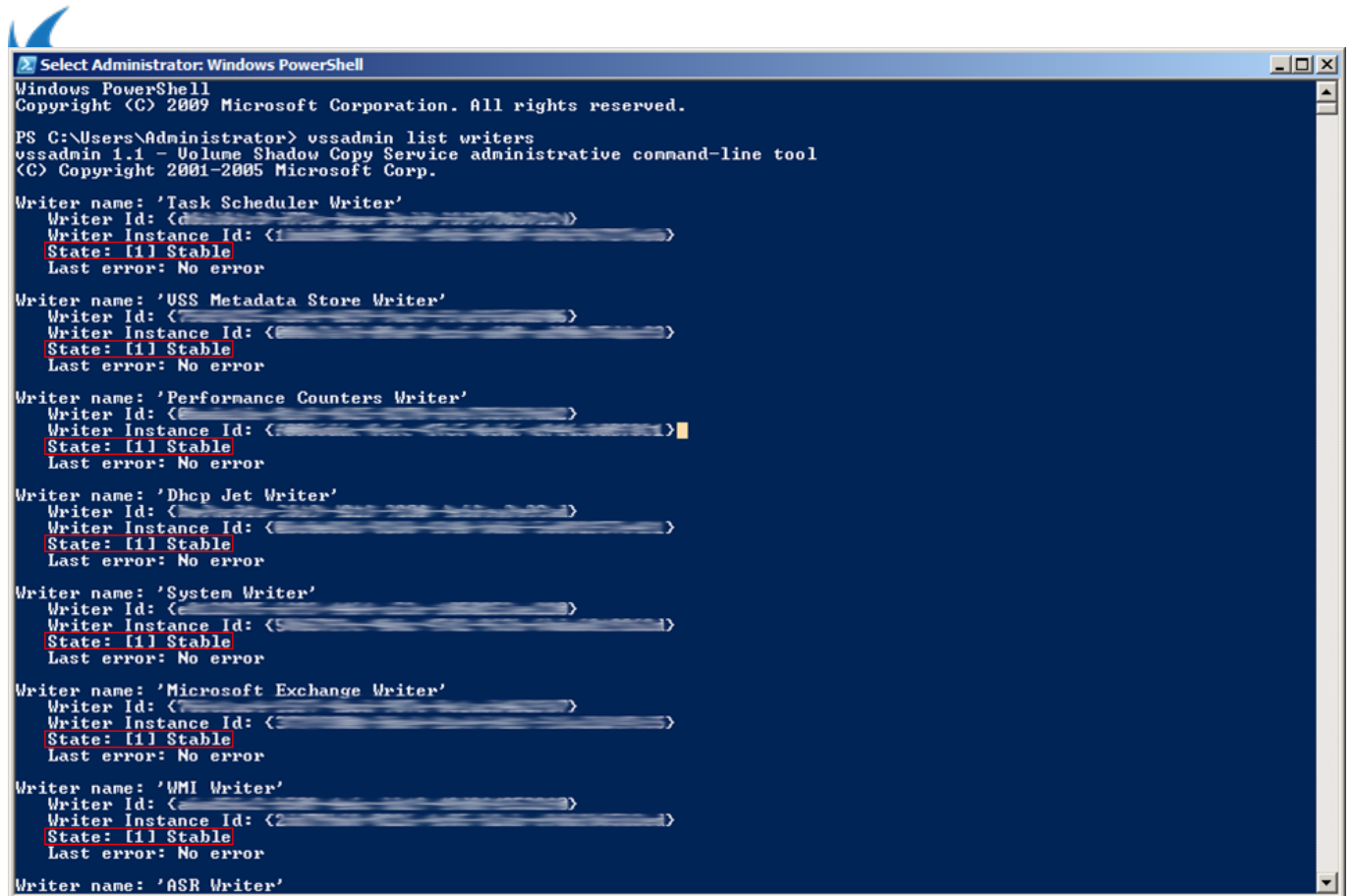
Open **services.msc**, and verify that both **Microsoft Exchange Information Store** and **Microsoft Exchange Replication** are running:

Name	Des...	Status	Startup Type	Log On As
IP Helper	Prov...	Started	Automatic	Local System
IPsec Policy Agent	Inte...	Started	Manual	Network S...
Kerberos Key Distribution Center	On ...	Started	Automatic	Local System
KtmRm for Distributed Transaction Coordinator	Coo...		Manual	Network S...
Link-Layer Topology Discovery Mapper	Cre...		Manual	Local Service
Microsoft .NET Framework NGEN v2.0.50727_X64	Micr...		Disabled	Local System
Microsoft .NET Framework NGEN v2.0.50727_X86	Micr...		Disabled	Local System
Microsoft .NET Framework NGEN v4.0.30319_X64	Micr...		Automatic (D...	Local System
Microsoft .NET Framework NGEN v4.0.30319_X86	Micr...		Automatic (D...	Local System
Microsoft Exchange Active Directory Topology	Prov...	Started	Automatic	Local System
Microsoft Exchange Address Book	Man...	Started	Automatic	Local System
Microsoft Exchange Anti-spam Update	The ...	Started	Automatic	Local System
Microsoft Exchange EdgeSync	Repl...	Started	Automatic	Local System
Microsoft Exchange File Distribution	Micr...	Started	Automatic	Local System
Microsoft Exchange Forms-Based Authentication service	Prov...	Started	Automatic	Local System
Microsoft Exchange IMAP4	Prov...		Manual	Network S...
Microsoft Exchange Information Store	Man...	Started	Automatic	Local System
Microsoft Exchange Mail Submission	Sub...	Started	Automatic	Local System
Microsoft Exchange Mailbox Assistants	Perf...	Started	Automatic	Local System
Microsoft Exchange Mailbox Replication	Proc...	Started	Automatic	Local System
Microsoft Exchange Monitoring	Allo...		Manual	Local System
Microsoft Exchange POP3	Prov...		Manual	Network S...
Microsoft Exchange Protected Service Host	Prov...	Started	Automatic	Local System
Microsoft Exchange Replication	The ...	Started	Automatic	Local System
Microsoft Exchange RPC Client Access	Man...	Started	Automatic	Network S...
Microsoft Exchange Search Indexer	Driv...	Started	Automatic	Local System
Microsoft Exchange Server Extension for Windows Server Backup	Ena...		Manual	Local System
Microsoft Exchange Service Host	Prov...	Started	Automatic	Local System
Microsoft Exchange System Attendant	For...	Started	Automatic	Local System
Microsoft Exchange Throttling	Limit...	Started	Automatic	Network S...
Microsoft Exchange Transport	The ...	Started	Automatic	Network S...
Microsoft Exchange Transport Log Search	Prov...	Started	Automatic	Local System
Microsoft Fibre Channel Platform Registration Service	Regi...		Manual	Local Service
Microsoft iSCSI Initiator Service	Man		Manual	Local System

Check VSS Writers

Microsoft provides a command-line tool to verify the state of the VSS writers. To utilize this tool, open a command prompt on the Windows Server, and enter: `vssadmin list writers`

Verify the state for each writer is **Stable**:



```
Select Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) 2009 Microsoft Corporation. All rights reserved.

PS C:\Users\Administrator> vssadmin list writers
vssadmin 1.1 - Volume Shadow Copy Service administrative command-line tool
(C) Copyright 2001-2005 Microsoft Corp.

Writer name: 'Task Scheduler Writer'
  Writer Id: <[REDACTED]>
  Writer Instance Id: <[REDACTED]>
  State: [1] Stable
  Last error: No error

Writer name: 'USS Metadata Store Writer'
  Writer Id: <[REDACTED]>
  Writer Instance Id: <[REDACTED]>
  State: [1] Stable
  Last error: No error

Writer name: 'Performance Counters Writer'
  Writer Id: <[REDACTED]>
  Writer Instance Id: <[REDACTED]>
  State: [1] Stable
  Last error: No error

Writer name: 'Dhcp Jet Writer'
  Writer Id: <[REDACTED]>
  Writer Instance Id: <[REDACTED]>
  State: [1] Stable
  Last error: No error

Writer name: 'System Writer'
  Writer Id: <[REDACTED]>
  Writer Instance Id: <[REDACTED]>
  State: [1] Stable
  Last error: No error

Writer name: 'Microsoft Exchange Writer'
  Writer Id: <[REDACTED]>
  Writer Instance Id: <[REDACTED]>
  State: [1] Stable
  Last error: No error

Writer name: 'WMI Writer'
  Writer Id: <[REDACTED]>
  Writer Instance Id: <[REDACTED]>
  State: [1] Stable
  Last error: No error

Writer name: 'ASR Writer'
```

Check Application Events

Use the following steps to open the **Event Viewer**:

1. Click **Start**, point to **All Programs**, point to **Administrative Tools**, and then click **Event Viewer**.
2. In **Event Viewer**, in the console tree, click **Application**.
3. In the details pane, look for **ESE Event ID: 224**
4. If you find this event, double-click the event to open the **Event Properties**, and then read the description of the event:



Event Properties - Event 224, ESE

General | Details

Information Store (1688) Mailbox Database [redacted]: Deleting log files C:\Program Files\Microsoft\Exchange Server\ [redacted] \Mailbox\Mailbox Database [redacted] \E000000004A.log to C:\Program Files\Microsoft\Exchange Server\ [redacted] \Mailbox\Mailbox Database [redacted] \E0000000052.log.

For more information, click <http://www.microsoft.com/contentredirect.asp>.

Log Name:	Application	Logged:	4/1/2015 3:30:25 PM
Source:	ESE	Task Category:	ShadowCopy
Event ID:	224	Keywords:	Classic
Level:	Information	Computer:	[redacted].com
User:	N/A		
OpCode:			
More Information:	Event Log Online Help		

Copy Close

