

How to Resolve Journal Archiving Failure - MAPI Error 0x80040115

<https://campus.barracuda.com/doc/45028443/>

This article refers to the Barracuda ArchiveOne version 7.2 and earlier.

You may encounter journal archiving policy errors if there are message processing issues during the first phase.

Root Cause

The PDQ count is a performance enhancement that allows ArchiveOne to quickly scan folder contents and determine whether further interrogation is required. This is a more intensive activity on Microsoft Exchange than other actions. If PDQ is applied to a folder containing a large number of messages, Exchange may become unresponsive or time out depending on its resourcing. The Journal mailbox typically contains a greater number of messages in a single folder than a standard user mailbox, as all journalled messages are stored in the **Inbox** folder by default. Therefore, this issue is only seen when running journal archiving, and not when running mailbox archiving against end-users.

Figure 1. Sample Service Trace.

```
23 12:20:40 310397 @3c4 *** INFO:Starting processing folder '\Inbox'
23 12:20:40 320502 @3c4 Folder count of items before PDQ is 117945
23 12:29:49 177378 @3c4 Folder count of items after PDQ is 5998
23 12:29:49 181053 @3c4 IterateMessages:OpenEntry for message failed 80040115
23 12:29:49 184755 @3c4 CPublicFolderLimit::AddRepository returning 1
23 12:29:49 188407 @3c4 *** INFO:Completed folder '\Inbox'
23 12:29:49 192118 @3c4 TIME_TRACING:IterateFolders time to call
FoundFolder=0.000000
23 12:29:49 195953 @3c4 EPA: Get failed 80040115
23 12:29:49 199678 @3c4 EPA: props=NULL
23 12:29:49 204446 @3c4 PolicyMTIterator::ProcessSubFolders not got folder
search flags setting to true
23 12:29:49 208512 @3c4 IterateFolders:GetHierarchyTable returned 80040115
23 12:29:49 212245 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000008
23 12:29:49 215912 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 219607 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000015
23 12:29:49 223138 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 226582 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000013
```

```
23 12:29:49 230353 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 234770 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000014
23 12:29:49 238587 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 242380 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000013
23 12:29:49 245864 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 249044 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000014
23 12:29:49 252407 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 255996 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000013
23 12:29:49 259704 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 263011 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000013
23 12:29:49 266624 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 270617 @3c4 TIME_TRACING:IterateFolders time to open
folder=0.000013
23 12:29:49 274166 @3c4 IterateFolders:OpenEntry returned 80040115
23 12:29:49 417267 @3c4 PerformanceTest:GAL:OpenEntry:0.139770
23 12:29:49 420564 @3c4 DlistIterator::ConsiderMailbox:OpenEntry failed
80040115
23 12:29:49 423979 @3c4 DlistIterator::IterateDlists found ConsiderMailbox()
false (means completed search or error)
23 12:29:49 435310 @3c4 BaseConfigMessage::OpenRootFolder GetReceiveFolder
failed 0x80040115
```

Resolve the Issue

To resolve this issue, change the PDQ message limit so that it is not applied to folders containing large numbers of messages.

The steps in this section involves editing the Windows machine registry. Using the Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct. Barracuda Networks cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk. It is *highly recommended* that you create a backup of the registry before making any changes.

Complete the following steps on the Archive server:

1. Click **Start**, and then click **Run**.

2. Type **Regedit**, and then click **OK**.
3. Browse to
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\AOneJournalService\Parameters
4. To specify that the PDQ is not applied to folders containing more than 100 messages, create a new **DWORD** called **PDQMessageLimit** with a value of **100**.
5. Close the Registry Editor.
6. Open **services.msc**.
7. Right-click **ArchiveOne Journal Archiving Service**, and click **Restart**.
8. Re-run the journal archiving policy to confirm the issue is resolved.

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