

ISSUE: Error "Message = The message exceeds the maximum supported size. Cannot save changes made to an item to store." When performing an MS Exchange mail level restore

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Product Version:

AhsayOBM: 8.1.0.0 or above

OS: Windows

Problem Description

When performing an MS Exchange 2013/2016/2019 mail level (EWS backup set) restore, the following error is encountered:

```
[erro][Restorer.run] Path=C:\Program Files\AhsayOBM\bin\Microsoft
Exchange\Mailboxes\JoeB@ahsay.com\Inbox\bugfixes\AAMkADUxNjhkODg1LWFINDQtNDIjNS1iNTMzLT
Q3N2Q5YjRIZGVhNwBGAAAAAAtQ%2B7WX6hwQptsGVITE4fABwA%2BwxyUxB%2BwRJavUCIvAGz4A
AA4PiD%2BAADIBtLq%2F4Throwable= [N] [ServiceException] Message = The message exceeds the
maximum supported size., Cannot save changes made to an item to store., response code =
ErrorMessageSizeExceeded
```

Cause

This issue can occur on a MS Exchange server if message size limits have not been setup correctly. The default message size settings are usually 30MB.

Resolution

To resolve this issue, update the message size limits on the affected MS Exchange server:

1. Login to the MS Exchange Server.
 2. Open Exchange Management Shell.
 3. Run the following commands to increase the message size limits to 150MB.
1. Set-TransportConfig -MaxReceiveSize 150MB -MaxSendSize 150MB
 2. Get-SendConnector | Set-SendConnector -MaxMessageSize 150MB
 3. Get-ReceiveConnector | Set-ReceiveConnector -MaxMessageSize 150MB
 4. Get-Mailbox | Set-Mailbox -MaxSendSize 150MB -MaxReceiveSize 150MB

For detail please refer to the following Microsoft document

Keywords

mail level, EWS, restore, message, size, limit, mailbox

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