[V8] ISSUE: Operation failed with message: MapiExceptionDatabaseError: Unable to mount database. (MS Exchange database restore)

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Product Version:
AhsayOBM: 8.1.0.0 to 8.x
OS: Windows

Problem Description

When performing a MS Exchange database restore, the following error message is received in the restore report:

No.	Type	Timestamp	Log
*	...	...	...
*	info	...	...
*	erro	YYYY/MM/DD hh:mm:ss	[PostRestoreExchangeTask.run(Exchange)][mountDatabase] Failed to mount database "database". Error: An Active Manager operation failed. Error: The database action failed. Error: Operation failed with message: MapiExceptionDatabaseError: Unable to mount database. (hr=0x80004005, ec=1108)"
*	...	...	...

Cause

The message is returned by the Exchange Server, indicating that the DomainName\Exchange Servers group is not assigned the "Manage auditing and security log" user right.

Resolution

To resolve the issue, ensure that the "Manage auditing and security log" user right is assigned.

Refer to the following Microsoft document for details:

https://support.microsoft.com/en-us/help/925825/event-id-9519-and-error-0x80004005-when-you-try-to-mount-a-database-in

Keywords

unable, mount, db, active manager operation failed, 0x80004005

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