

# 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 or above

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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