

Subject: [EXTERNAL] Microsoft Support [Case #:24531675] - Request opened
Date: Friday, 12 March 2021 at 11:13:04 Greenwich Mean Time
From: Microsoft Support
To: Shiraj Ali

Please type your reply above this line



Your request (24531675) has been updated. To add additional comments, please reply to this email.



Sam (Microsoft)

Friday, March 12, 2021 11:13 AM GMT

Hello ,

Thank you for contacting Microsoft Support. Please note we are experiencing unusually high case volume and assigning an engineer on the case might be delayed.

Meanwhile, based on your description, we have determined that your issue may have resolution steps provided in our public documentation. If your issue is related to one of the item below, please follow the steps on links provided. Further, you may also find additional resolution to known issues, and resolution steps, at <https://aka.ms/ExchangeFAQ>

Known issues:

- [OWA/EAC/ECP stop working with HTTP 500 or HTTP 404 error](#)
- [Images missing in ECP](#)
- [Blank page in OWA/ECP/EAC](#)
- [OWA/ECP stop working after upgrading to new CU](#)
- [Setup shows running as old CU or error installing language pack](#)
- ["Upgrade patch cannot be installed error" when installing security update](#)
- [Reboot pending prompt keeps appearing during CU setup](#)
- [Setup fails with error "Microsoft Exchange Service Host Service" cannot be started](#)
- [Interim update incompatible error when installing security update](#)
- [Mail flow issues after installing security update or CU](#)
- [PrepareAD issues during setup](#)
- [Setup fails with error "Mailbox role" not installed](#)
- [How to confirm if my server is infected](#)
- [How to upgrade old CU to newest CU](#)

Please respond back to this email and let us know if you are experiencing other problems or if your issue has been resolved.

Thanks,
Microsoft Support

Note:
This is an automated email.



Shiraj@enroute.it (Unknown)

Wednesday, March 10, 2021 12:36 PM GMT

Hello,
I'm extremely disappointed that after 5 days I still haven't receive the call I was promised 2hr call back.

I have paid for this support, I would like a full refund.

Kind Regards
Shiraj



Microsoft
Saturday, March 6, 2021 11:39 AM GMT

its been almost 2 days now I still haven't had any call back or email. please can you let me know if anyone looking at this ticket?



Shiraj@enroute.it (Unknown)
Friday, March 5, 2021 3:27 PM GMT

Hello,
Is there any update on this, as I was promised a call back within 2hr. Please see further troubleshooting log.

Kind Regards
Shiraj

C:\>\glob-rbg-db02\c\$\temp\exch2013-cu23\setup.exe /Mode:Upgrade /IAcceptExchangeServerLicenseTerms

Microsoft Exchange Server 2013 Cumulative Update 23 Unattended Setup

Copying Files...

File copy complete. Setup will now collect additional information needed for installation.

Mailbox role: Transport service

Mailbox role: Client Access service

Mailbox role: Unified Messaging service

Mailbox role: Mailbox service

Management tools

Performing Microsoft Exchange Server Prerequisite Check

Configuring Prerequisites

COMPLETED

Prerequisite Analysis

COMPLETED

Configuring Microsoft Exchange Server

Restoring Services	COMPLETED
Mailbox role: Transport service	COMPLETED
Mailbox role: Client Access service	COMPLETED
Mailbox role: Unified Messaging service	COMPLETED
Mailbox role: Mailbox service	FAILED

```
The following error was generated when "$error.Clear();
$name = [Microsoft.Exchange.Management.RecipientTasks.EnableMailbox]::
DiscoveryMailboxUniqueName;
$dispname = [Microsoft.Exchange.Management.RecipientTasks.EnableMailbox]::DiscoveryMailboxDisplayName;
$dismbx = get-mailbox -Filter {name -eq $name} -IgnoreDefaultScope -resultSize 1;
if( $dismbx -ne $null)
{
$srvname = $dismbx.ServerName;
if( $dismbx.Database -ne $null -and $RoleFqdnOrName -like "$srvname.*"
)
{
Write-ExchangeSetupLog -info "Setup DiscoverySearchMailbox Permission.
";
$mountedMdb = get-mailboxdatabase $dismbx.Database -status | where { $_.Mounted -eq $true };
if( $mountedMdb -eq $null )
{
Write-ExchangeSetupLog -info "Mounting database before stamp Discovery
SearchMailbox Permission...";
mount-database $dismbx.Database;
}

$mountedMdb = get-mailboxdatabase $dismbx.Database -status | where { $_.Mounted -eq $true };
if( $mountedMdb -ne $null )
{
$dmRoleGroupGuid = [Microsoft.Exchange.Data.Directory.Management.RoleGroup]::DiscoveryManagement_InitInfo.WellKnownGuid;
$dmRoleGroup = Get-RoleGroup -Identity $dmRoleGroupGuid -DomainController $RoleDomainController -ErrorAction:SilentlyContinue;
if( $dmRoleGroup -ne $null )
{
trap [Exception]
{
Add-MailboxPermission $dismbx -User $dmRoleGroup.Name -AccessRights FullAccess -DomainController $RoleDomainController -ErrorAction SilentlyContinue
```

```
ue;
    continue;
}
```

```
    Add-MailboxPermission $dismbx -User $dmRoleGroup.Identity -AccessRights FullAccess -DomainController $RoleDomainController -WarningAction SilentlyContinue;
}
}
}
}
```

" was run: "Microsoft.Exchange.Data.Common.LocalizedException: Couldn't resolve the user or group "rbg.rb-group.co.uk/Microsoft Exchange Security Groups/Discovery Management." If the user or group is a foreign forest principal, you must have either a two-way trust or an outgoing trust. ---> System.SystemException: The trust relationship between the primary domain and the trusted domain failed.

```
at System.Security.Principal.NTAccount.TranslateToSids(IdentityReferenceCollection sourceAccounts, Boolean& someFailed)
at System.Security.Principal.NTAccount.Translate(IdentityReferenceCollection sourceAccounts, Type targetType, Boolean forceSuccess)
at System.Security.Principal.NTAccount.Translate(Type targetType)
at Microsoft.Exchange.Configuration.Tasks.SecurityPrincipalIdParameter.GetUserSidAsSAMAccount(SecurityPrincipalIdParameter user, TaskErrorLoggingDelegate logError, TaskVerboseLoggingDelegate logVerbose)
--- End of inner exception stack trace ---
at Microsoft.Exchange.Configuration.Tasks.Task.ThrowError(Exception exception, ErrorCategory errorCategory, Object target, String helpUrl)
at Microsoft.Exchange.Configuration.Tasks.Task.WriteError(Exception exception, ErrorCategory category, Object target)
at Microsoft.Exchange.Configuration.Tasks.SecurityPrincipalIdParameter.GetUserSidAsSAMAccount(SecurityPrincipalIdParameter user, TaskErrorLoggingDelegate logError, TaskVerboseLoggingDelegate logVerbose)
at Microsoft.Exchange.Configuration.Tasks.SecurityPrincipalIdParameter.GetSecurityPrincipal(IRecipientSession session, SecurityPrincipalIdParameter user, TaskErrorLoggingDelegate logError, TaskVerboseLoggingDelegate logVerbose)
at Microsoft.Exchange.Management.RecipientTasks.SetMailboxPermissionTaskBase.InternalValidate()
at Microsoft.Exchange.Management.RecipientTasks.AddMailboxPermission.InternalValidate()
at Microsoft.Exchange.Configuration.Tasks.Task.<ProcessRecord>b__b()
at Microsoft.Exchange.Configuration.Tasks.Task.InvokeRetryableFunc(String funcName, Action func, Boolean terminatePipelineIfFailed)".
```

The Exchange Server setup operation didn't complete. More details can be found in ExchangeSetup.log located in the <SystemDrive>:\ExchangeSetupLogs folder.

C:\>



Thank you for contacting Microsoft Support - a support case has been opened for you. We will review the details you provided and get back to you as soon as possible.

For your reference:

- Case #: 24531675
- Created on: Friday, March 5, 2021 4:21 AM
- Title: Exchange 2013 CU23 update failed to install
- Description: Please describe the issue in 2-3 sentences. Include what you're trying to accomplish when the issue occurs. during the install of Exchange 2013, CU23 install failed, on the windows update it came up as a critical update Exchange 2013 CU23 software update 1. I installed that but later realised that's not the same as Exchange 2013 CU23. now when I go back to finish the Exchange 2013, CU23 I get the error below. I believe I will need to uninstall the CU23 software update 1 first then re-run the Exchange 2013, CU23 setup. When did it begin and how often does it occur? about 3 hr ago What errors do you see? Error: The following error was generated when "\$Error.Clear(); & \$RoleBinPath\ServiceControl.ps1 - Operation:DisableServices -Roles:(\$RoleRoles.Replace('Role','').Split(',')) - SetupScriptsDirectory:\$RoleBinPath; & \$RoleBinPath\ServiceControl.ps1 Stop \$RoleRoles.Replace('Role','').Split(',') " was run:
"System.Management.Automation.PSInvalidOperationException: Cannot find the Windows PowerShell data file 'ManageScheduledTask.Strings.psd1' in directory 'C:\Program Files\Microsoft\Exchange Server\V15\Bin\en-US\' or in any parent culture directories.". What's the environment and are there recent changes? What have you tried to troubleshoot this? I have tried to re-install the Exchange 2013, CU23 update.

Remember, Microsoft will never ask for your password as part of any support interaction. Also, please don't send any financial or personal information in email.

Thanks,
Microsoft Support