Putting Exchange Servers in Maintenance Mode

# Overview

For Exchange 2016 Mailbox and Edge Transport servers, whether they are standalone, load-balanced, or part of a DAG, use the following procedure.

# Putting the Server into Maintenance Mode

Set the HubTransport component to “Draining” and redirect any messages currently in the queue to another server. If you're running a single Exchange server, you can skip the redirect command:

* Set-ServerComponentState EX2016SRV1 -Component HubTransport -State Draining -Requester Maintenance
* Redirect-Message -Server EX2016SRV1 -Target EX2016SRV2

If the server is a DAG member, run the following commands. If your server is not a DAG member, skip to the command for setting ServerWideOffline:

* Suspend-ClusterNode –Name EX2016SRV1

Disable database copy auto-activation. This command will also move any active database copies to other DAG members, assuming there are other healthy DAG members available. This is not instantaneous, it can take several minutes for the moves to occur. We'll check on it shortly anyway:

* Set-MailboxServer EX2016SRV1 –DatabaseCopyActivationDisabledAndMoveNow $true

Make a note of the database copy auto-activation policy on the server, so you can set it back to this value at the end of maintenance:

* Get-MailboxServer EX2016SRV1 | Select DatabaseCopyAutoActivationPolicy

If the policy is not already set to “Blocked”, run the following command to set it:

* Set-MailboxServer EX2016SRV1 –DatabaseCopyAutoActivationPolicy Blocked

Check for any database copies that are still mounted on the server. This command should return no results. If any database copies are still active on the server, and there are other DAG members that host copies of the database, perform a manual switchover:

* Get-MailboxDatabaseCopyStatus -Server EX2016SRV1 | Where {$\_.Status -eq "Mounted"}

Place the server into maintenance mode:

* Set-ServerComponentState EX2016SRV1 –Component ServerWideOffline –State InActive –Requester Maintenance

For servers that are in a load-balanced pool.

* Verify that the load balancer health checks have taken the server out of the pool or marked it as offline/inactive.
* If the load balancer does not automatically do this, manually mark the server as offline/inactive.

For servers that are in a DNS round robin group, remove the DNS record for this server's IP address.

# Removing the Server from Maintenance Mode

Note, if the server is not a DAG member, then only the first and last commands are necessary. If the server is a DAG member, use the database copy auto-activation policy value that was set on the server prior to being placed into maintenance mode (the default is “Unrestricted”):

* Set-ServerComponentState EX2016SRV1 –Component ServerWideOffline –State Active –Requester Maintenance
* Resume-ClusterNode –Name EX2016SRV1
* Set-MailboxServer EX2016SRV1 –DatabaseCopyAutoActivationPolicy Unrestricted
* Set-MailboxServer EX2016SRV1 –DatabaseCopyActivationDisabledAndMoveNow $false
* Set-ServerComponentState EX2016SRV1 –Component HubTransport –State Active –Requester Maintenance

That should be sufficient to start everything running again, but to help transport services immediately pick the state change run this:

* Restart-Service MSExchangeTransport

If the server is a multi-role server (CAS/MBX) you need to run this:

* Restart-Service MSExchangeTransport
* Restart-Service MSExchangeFrontEndTransport