Kernel Migrator for Exchange

Decommission Exchange Server 2003
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1. Introduction

This document guides you to decommission Exchange Server 2003. It is required to perform the following steps one by one.

1. Take complete backup the Exchange Server along with its mailboxes and Public Folders
2. Migrate the content of User Mailboxes to another Exchange Server
3. Use native method to migrate the content of Public Folders to another Exchange Server
4. Disconnect all-mailbox enabled users from their respective mailboxes
5. Delete Mailbox Store
6. Delete Public Folder Store
   a. Force removal of Public Folder Store if you are facing any issue or if you are not selecting Public Folder Store of another server
7. Delete Routing Connector
8. Delete Domain Recipient Update Service
   a. Remove Exchange Server 2003 manually if auto-uninstall fails

2. Backup Exchange Server 2003

The full backup of Exchange Server 2003 comes handy when something goes wrong while migrating the user mailboxes and Public Folder, and while decommissioning Exchange Server.

Perform the steps below to take the backup of Exchange Server 2003.

1. Go to “Start” menu → “All Programs” → “Accessories” → “System Tools”, and click “Backup.” It displays the backup wizard, if you have not switched to “Advanced Mode” already. Click “Advanced Mode” to access the backup utility with full options.
2. Click “Backup” tab.
3. Select “Microsoft Information Store” node under “Microsoft Exchange Server” node.
4. Click “Start Backup” to run the backup job with the following dialog box.

5. Start the backup now or schedule it to run later.

Once backup is finished, you can proceed with the process to migrate the Public Folders, to remove the Exchange Attributes, and to decommission Exchange Server.
3. Migrate User Mailboxes

Use Kernel Migrator for Exchange to migrate the user mailboxes from Exchange Server 2003 to another Exchange Server of any version.

4. Migrate Public Folders

If you are performing the cross-domain migration, then it is recommended to use Kernel Migrator for Exchange to migrate the Public Folders. Also, you can use our solution to migrate the Public Folders from Exchange Server 2003 to another Exchange of up to 2010 version in the same domain.

If you want to use the native method of migrating the public folders, then you can use “Move All Replicas” method. Perform the following steps.

1. Go to “Start” → “All Programs” → “Microsoft Exchange”, and click “System Manager” to access its console.
2. Expand the nodes in the left panel to go to “Administrative Groups” → “First Administrative Group” → “Servers” → “EXCHANGE_2003” → “First Storage Group” → “Public Folder Store (EXCHANGE_2003).”
3. Right-click on “Public Folder Store (EXCHANGE_2003)” node.

4. Click “Move All Replicas” command to access its wizard.

Figure 3: Move All Replicas command
Figure 4: Move All Replicas wizard

5. Use the drop-down menu box to select another Exchange Server in the same domain, where you want to migrate the Public Folders.

6. Click “OK.” It shows the following warning message.

Figure 5: Warning before moving all replicas

7. Click “OK” to start the replication.

The replication will take time, which depends upon the available resources, the number of Public Folders, and their size. Once the replication is completed, the Public Folders will be migrated. As a result, the list of “Public Folder Instances” in this Public Folder will be emptied. If this list is not empty, then it means that Public Folders are not migrated.

5. Remove Exchange Attributes from Active Directory

Perform the following steps to remove Exchange Attributes for mailbox-enabled users from Active Directory. It removes the restriction that may stop you from deleting a default mailbox or uninstalling Exchange Server.

1. Go to “Start” menu → “Administrative Tools”, and click “Active Directory Users and Computers” to access its console.

2. Right click on “Users” node in Left Panel.
3. Click “Find” to open the following dialog box.

![Figure 6: Find option in AD](image)

4. Switch to “Exchange” tab.

![Figure 7: Find dialog box for users](image)
5. Check “Show Recipients Only”. It enables the subsequent options.

6. Check “Users with Exchange Mailbox”.

7. Click “Find Now”. It displays all users who have mailboxes in Exchange Server.
9. Click “Choose Columns” to access its dialog box.

![Choose Columns dialog box]

**Figure 12: Choose Columns box**

10. Select “Exchange Home Server” in “Columns available list.”

11. Click “Add” to move this entry to “Columns shown list.”

![Added “Exchange Home Server” column]

**Figure 13: Added “Exchange Home Server” column**

12. Click “OK” to add the selected column in “Find” box.

13. Newly added column “Exchange Home Server” will be displayed in the search results.
14. Check the name of the mailbox server appearing in “Exchange Home Server” column for the mailboxes.

15. If there are multiple Exchange Server names, then click “Exchange Home Server” column to sort the users for different Exchange Servers.

16. Select all users except System Mailbox, which has the values of Exchange Server to be decommissioned.

17. Right click on the selected users to access the context menu.

18. Click “Exchange Tasks” to access its wizard, which lets you perform a collective task for all selected users.
19. Click “Next.” The next step displays the available options that can be removed or modified for the selected user accounts.

20. Select the option “Remove Mailbox” to remove the attached mailbox with this user.

21. Click “Next.” The next step shows the summary.
22. Click "Next" to start the removal of attributes. Once removed, the wizard shows successful message.

23. Click “Finish”. It takes you back to “Find” box.

24. Click “Find Now” button again to refresh the results. It should show “System Mailbox” only. If still it shows other mailboxes, then you have to remove their attributes also.
6. Delete Mailbox Store

Follow the steps below to delete the mailbox store,

1. Open Exchange System Manager.
2. Expand the nodes to First Organization (Exchange) → Servers → EXCHANGE13 → First Storage Group.
3. Select Mailbox Store (S3EX3).

![Diagram of Exchange System Manager]

*Figure 20: Option to delete Mailbox Store*

4. Right click on it and click “Delete.” It displays the following warning message.

![Warning message for deleting Mailbox Store]

*Figure 21: Delete Mailbox warning*

5. Click “Yes.” It shows a message box asking confirmation of your action.
6. Click “Yes.” The server processes to delete the mailbox. Once succeeded in deleting the default mailbox, you receive the following message.

![Information Store]

**Figure 22: Asking for your confirmation to delete mailbox store**

6. Click “Yes.” The server processes to delete the mailbox. Once succeeded in deleting the default mailbox, you receive the following message.

![Information Store]

**Figure 23: Mailbox store deleted**

7. Click “OK” to complete the process.

![First Organization (Exchange)]

**Figure 24: No mailbox store**

7. Delete Public Folder Store

Perform the following steps to delete the Public Folder Store.

1. Go to “Start” → “All Programs” → “Microsoft Exchange”, and click “System Manager” to access its console.

2. Expand the nodes in the left panel to go to “Administrative Groups” → “First Administrative Group” → “Servers” → “EXCHANGE_2003” → “First Storage Group” → “Public Folder Store (EXCHANGE_2003).”

3. Right-click on “Public Folder Store (EXCHANGE_2003)” node and click “Delete.” The following message box appears onscreen.
4. Click “OK.” The following dialog box appears onscreen.

Figure 25: Dialog box displaying the roles of Public Folder Store

5. Select the Public Folder Store of another Exchange Server in the same domain

6. Click “OK.” It displays the following warning message box.

Figure 26: Dialog box to select Public Folder Database of another server

7. Click “Yes” to delete the Public Folder Store. Once delete, the following message box confirms the same.

Figure 27: Warning before deleting the Public Folder Store
8. Click “OK” to complete the process.

7.1 Force Removal of Public Folder Store

There may be some scenarios when you cannot remove the Public Folder Database while decommissioning the Exchange Server. You can use ADSIEdit.MSC in such cases to remove the Public Folder Store forcefully.

Follow the steps below to remove the Public Folder Database using ADSIEdit.MSC forcefully.

1. Go to %ProgramFiles%\Support Tools and run “adsiedit.msc.”
2. Connect it to your Exchange Server.
3. In the left panel, go to “CN=Configuration,DC=DOMAIN,DC=COM” \ “CN=Services” \ “CN=Microsoft Exchange” \ “CN=First_Organization” \ “CN=Administrative Groups” \ “CN=Exchange Administrative Group (FYDIOHF23SPDLT)” \ “CN=Servers” \ “CN=EXCHANGE_NAME” \ “CN=InformationStore”, click “CN=STORAGE_GROUP_NAME.”
4. It lists the databases in the Right Panel.

Figure 28: Public Folder has been deleted

Figure 29: Deleting Public Folder Database from ADSIEdit.MSC
5. Right-click on “Public Folder Database” node and select “Delete.” It shows the following warning message.

![Figure 30: Warning to remove an object](image)

6. Click “Yes” to remove the Public Folder Database.

7. It removes the database.

8. Close “ADSIEdit.MSC.”

8. Delete Routing Connector

Perform the following steps to delete the routing connector, if any.

1. Go to “First Organization (Exchange)” and click “Connectors” to expand the available connectors.

2. Select a connector and right click on it.

![Figure 31: Option to delete Connector](image)

3. Click “Delete.” It shows the following message asking your confirmation to delete the connector.

![Figure 32: Asking your confirmation to delete the connector](image)
4. Click “Yes” to erase the connector from the hierarchy.

9. Delete Domain Recipient Update Service

Now, it is required to use ADSIEdit.msc to remove the Domain Recipient Update Service.

NOTE: If ADSIEdit.msc is not available, then you can download and install Windows Support Tools from http://www.microsoft.com/en-us/download/details.aspx?id=15326. You can also download a CAB file named “support.cab” from this URL and extract it at the server system to use ADSIEdit.msc.

Follow the steps below to remove Domain Recipient Update Service

1. Start ADSIEdit.msc.
2. Expand the nodes in this order.
   
   Configuration [DC.www.domain.com] \ CN=Configuration, DC=www, DC=domain, DC=com \ CN=Services \ CN=First Organization \ CN=Address Lists Container

3. Click the node “CN=Recipient Update Services”. It lists the recipient update services in the right panel.
4. Select “CN=Recipient Update Service (Domain)”.

   ![Figure 33: Option to delete the Domain Recipient Update Service](image)

5. Right click on it and select “Delete.” It displays the following warning message to delete the object.

   ![Figure 34: Asking your confirmation to delete the object](image)

**NOTE:** If ADSIEdit.msc is not available, then you can download and install Windows Support Tools from http://www.microsoft.com/en-us/download/details.aspx?id=15326. You can also download a CAB file named “support.cab” from this URL and extract it at the server system to use ADSIEdit.msc.
6. Click “Yes” to remove the Recipient Update Service.

10. Auto-Uninstall of Exchange Server 2003

If you have the CD or source of Exchange Server 2003 Setup, then you can follow this process. Follow the steps below to uninstall Exchange Server 2003.

1. Go to Control Panel → Add/Remove Programs.

3. Click “Change/Remove” button to start the uninstallation process with the following wizard.
4. Click “Next”. The next step lets you select the components, which has to be removed.

5. In the column “Action”, you have to select “Remove” for “Microsoft Exchange”.

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6. Click “Next.” The next step shows the summary of selected components to be removed.

7. Check all components to remove Exchange Server 2003 completely.

8. Click “Next” to start the removal process.
9. You may receive the following warning.

![Figure 40: Exchange uninstallation has been started.](image)

9. You may receive the following warning.

10. You will receive the message to provide the source of Exchange Server 2003 setup files stored either on the disk drive or from the installation CD.

![Figure 41: Warning of removing “First Organization” from AD](image)
11. Click “Browse” to provide the path of the installation disc or a location where setup files are stored on the disk drive.

12. Click “OK” to continue the uninstallation process.

13. Once this process is completed, you will receive the uninstallation successful message.
14. Click “Finish”. You will receive a prompt to restart the server.
15. Restart the server system.


If the offline setup files or installation CD of Exchange Server 2003 is not available, or if you face any issue while uninstalling Exchange Server 2003, then you can use this method.

The different steps of this method are distributed into the following sections. Perform their steps one-by-one to remove Exchange Server 2003 manually.

11.1 Stop and Disable Exchange Services

Follow the below steps to stop and then disable Exchange Services.

1. Go to Start → “Control Panel” → “Administrative Tools” and click “Services” to access its console.
2. Browse the services of Microsoft Exchange listed herein below.
   a. Distributed Transaction Coordinator.
   b. Internet Information Services (IIS) Admin Service
   c. Microsoft Exchange Event
   d. Microsoft Exchange Internet Message Access Protocol (IMAP4)
   e. Microsoft Exchange Information Store
   f. Microsoft Exchange Message Transfer Agent (MTA) Stacks
   g. Microsoft Exchange Post Office Protocol version 3 (POP3)
   h. Microsoft Exchange Routing Engine
   i. Microsoft Exchange Site Replication Service
   j. Microsoft Exchange System Attendant
   k. Network News Transfer Protocol (NNTP)
   l. Simple Mail Transfer Protocol (SMTP)
3. Right click on any service and click “Properties”.

Figure 43: Exchange Uninstallation Completed
4. Click “Stop” to stop the service.
5. Select “Disabled” for “Startup Type.”
6. Click “Apply” and “OK.”
7. Repeat this process for all services listed above.

### 11.2 Remove Registry Entries

**WARNING:** This method contains the steps that may require you to perform changes in Windows Registry, i.e. the core of the Windows Server Operating System. Any wrong step while performing these changes can even crash Server Operating System or lead to serious issues.

Kindly take a backup of Windows Registry and create a System Restore Point before making these changes. At KernelApps, we can only suggest the best possible ways to deal with an issue, however, it is up to the end user to decide whether to perform these actions or not. KernelApps Private Limited does not assume any liability of the result after you perform these actions.

Follow the steps below to remove Exchange Server 2003 installation manually from the server system.

1. Click Start to access Start Menu.
2. Click “Run”.
3. Type “regedit.msc” and click “OK.”
4. It is recommended to create a backup of Windows Registry and create a System Restore Point so that any changes made in Windows Registry can be restored.

**NOTE:** Please refer to [https://support.microsoft.com/en-us/kb/322756](https://support.microsoft.com/en-us/kb/322756) to know the steps to backup and restore Windows Registry.

5. Find and remove the following registry keys.
   a. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\DAVEX
   b. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\EXIFS
   c. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\EXIPC
   d. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\EXOLEDB
   e. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\IMAP4Svc
   f. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeActiveSynchNotify
   g. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeADDXA
   h. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeAL
   i. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeDSAccess
   j. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeES
   k. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeFBPublish
   l. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeIS
   m. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeMGMT
   n. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeMTA
   o. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeMU
   p. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeOMA
   q. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeSA
   r. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeRS
   s. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeTransport
   t. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSE ExchangeWEB
   u. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\POP3Svc
   v. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RESvc

6. If you are using Notes or GroupWise Connector, then perform the steps below,
   a. Navigate to find the following registry key
      HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services
   b. Delete any registry entries in this subkey that begin with the following characters:
      i. LME-
      ii. SERVERNAME-LME

7. If Microsoft Office 2003, Office XP, or Windows SharePoint Service are not installed, then please follow the steps below.
a. Navigate to find the following registry key
   HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services

b. Delete any registry entries in this subkey that begin with the following characters:
   i. MSSEARCH

11.3 Rename the Installation Folder

Rename the program installation folder of Exchange Server 2003. By default, following is the path of the installation folder.

Drive:\Program Files\Microsoft Integration\Microsoft Exchange 2003

11.4 Reinstall IIS Component

Follow the steps below to remove and reinstall IIS components to remove Exchange Server.

1. To uninstall IIS,
   a. Go to Control Panel → Add/Remove Programs.
   b. Click “Add/Remove Windows Components”.
   c. Select “Application Server” and click “Details”.
   d. Clear the boxes of “ASP.NET” and “Internet Information Services”.
   e. Click “OK” and then click “Next” to start uninstalling these features.
   f. When completed, click “Finish”.
   g. Restart server system.

2. Search for the folder named “Exchsvr” folder and rename it.

3. Delete the folder - %systemroot%\system32\inetsrv.


5. To reinstall IIS and ASP.NET,
   a. Go to Control Panel → Add/Remove Programs
   b. Click “Add/Remove Windows Components”.
   c. Select “Application Server” and click “Details”.
   d. Check the boxes of “ASP.NET” and “Internet Information Services”.
   e. Click “Next” to start their installation.
   f. Click “Finish” once the installation is completed.

If you are using Windows Server 2003, then make sure to reinstall SMTP and NNTP services.
12. Conclusion

You can follow the above steps to decommission Exchange Server 2003. It is recommended to backup Exchange Server before proceeding to delete the User mailboxes and before migrating or deleting Public Folders in the same domain.

13. Support

If you are facing any issue while decommissioning the Exchange Server, then you can connect with our team.

**Product experts**

USA/Canada: +1-866-348-7872  
UK/Europe: +44 (0) -808-189-1438  
Rest of the World: +91 (0) -981-872-5861

You can also visit [https://www.nucleustechnologies.com/Contact.html](https://www.nucleustechnologies.com/Contact.html) to chat live with our team and to know more about our support team.

You can email your queries at the following addresses.

- sales@nucleustechnologies.com for Sales
- support@nucleustechnologies.com for Support

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