



Medha Cloud

24/7 Exchange Server Support Team

EMERGENCY CHECKLIST 2025

medhacloud.com/exchange-server-support

TOP 10 EXCHANGE SERVER EMERGENCIES

PowerShell Diagnostic Commands & Fix-or-Call Decision Matrix

Response Time: 8-min avg | 1,247 incidents resolved | 98% recovery rate

[Get 24/7 Expert Support](#) | [Windows Server](#) | [SQL Server Support](#)

#1 Database Won't Mount

P1 CRITICAL

SYMPTOMS

- Event ID 455, 413, 327 in Application log
- "Database is in Dirty Shutdown state"
- Users: "Cannot open mailbox"
- Avg downtime: 95 min (\$5K-\$15K cost)

POWERSHELL DIAGNOSTIC

```
# Check database status
Get-MailboxDatabase -Status | FL Name,Mounted
eseutil /mh "DB_PATH\DB.edb"
Get-EventLog Application -Newest 50
```

[See full diagnostic guide →](#)

TRY SELF-FIX (10 MIN)

- Restart Information Store service
- Run: eseutil /r E00 /l "LOG_PATH"
- Check disk space: Get-PSDrive

CALL MEDHA CLOUD IF

- Any -1018 corruption errors
- Recovery fails after 30 min
- More than 50 users affected
- Production environment

[Get emergency support now →](#)

Real Case: "Database wouldn't mount. 180 users locked out. Called at 3:15 AM, fixed by 5:10 AM. Saved us \$45K in downtime." — IT Director, Healthcare

#2 Mail Flow Stopped

P1 CRITICAL

SYMPTOMS

- Mail stuck in queues for hours
- Users can't send email
- Event ID 4000, 1020 errors
- Avg fix: 2.3 hrs (\$8K-\$12K cost)

POWERSHELL DIAGNOSTIC

```
# Check mail queues
Get-Queue | FL Identity,MessageCount
Test-Mailflow -TargetEmail test@gmail.com
Get-TransportService | Test-ServiceHealth
```

TRY SELF-FIX (15 MIN)

- Restart Transport service
- Test DNS: nslookup -type=mx gmail.com
- Check cert: Get-ExchangeCertificate
- Retry queue: Retry-Queue

CALL MEDHA CLOUD IF

- Queue more than 1,000 messages
- Business hours impact (over 30 min)
- External client complaints
- DNS/network issues

Real Case: "Mail flow stopped 9:47 AM. 85 workers waiting. Tech diagnosed DNS issue in 18 min. Fixed by 10:48 AM." — Operations Manager, Manufacturing

#3 Slow Performance

P2 HIGH

SYMPTOMS

- Outlook "Disconnected" repeatedly
- Sending email takes 30+ seconds
- 10-second folder delays
- Event ID 2915 (RPC latency)

POWERSHELL DIAGNOSTIC

```
# Test connectivity
Test-MapiConnectivity
Get-MailboxStatistics | Sort TotalItemSize
Test-OutlookWebServices
```

TRY SELF-FIX (20 MIN)

- Restart RPC Client Access service
- Check RAM/CPU (Task Manager)
- Test network ping (under 5ms)
- Archive old emails

CALL MEDHA CLOUD IF

- Org-wide slowness (over 50 users)
- Mail delays more than 30 minutes
- CEO/executives affected
- Database size over 150GB

#4 Corruption

P1 CRITICAL

SYMPTOMS

- Event ID -1018, -1022 errors
- ESEUTIL: "Corruption detected"
- Some mailboxes won't open
- Blank folders/missing emails

POWERSHELL DIAGNOSTIC

```
# Check integrity (READ-ONLY)
eseutil /k "DB_PATH\DB.edb"
Get-EventLog Application | Where EventID -eq 1018
```

WARNING: Running *eseutil /p* can **DELETE** mailboxes permanently. **Call expert immediately.** Don't risk data loss.

CALL MEDHA CLOUD NOW

- ANY -1018/-1022 errors
- ESEUTIL reports corruption
- Some mailboxes won't open
- Before running repair commands

#5 Services Down**P2 HIGH****SYMPTOMS**

- Services stuck "Starting..."
- Services crash immediately
- Event ID 7023, 7024
- Server boots, Exchange unavailable

POWERSHELL DIAGNOSTIC

```
# Check services
Get-Service | Where DisplayName -like "*Exchange*"
Start-Service MSExchangeIS -Verbose
Test-NetConnection localhost -Port 25
```

TRY SELF-FIX (15 MIN)

- Restart server (often works)
- Check Windows Updates
- Verify network: ipconfig /all
- Start services in order

CALL MEDHA CLOUD IF

- Crashes repeatedly (more than 3 times)
- Event log error codes unclear
- Active Directory issues
- Business hours downtime

#6 Disk Space Full**P1 CRITICAL****SYMPTOMS**

- Exchange stops accepting mail
- Event ID 1002: "Insufficient space"
- Transaction logs filling drive
- Windows "Low Disk Space" warning

POWERSHELL DIAGNOSTIC

```
# Check space
Get-PSDrive | Select Name,Used,Free
Get-ChildItem "LOGS_PATH" -Filter *.log
Get-MailboxDatabase -Status | FL LastFullBackup
```

TRY SELF-FIX (10 MIN)

- Run backup (truncates logs)
- Delete old IIS logs
- Move DB to larger drive

CALL MEDHA CLOUD IF

- Less than 5GB free space
- Don't know backup config
- Need DB migration urgently
- Production environment

RELATED SERVER SUPPORT SERVICES→ [Windows Server Support](#)→ [MS SQL Server Support](#)→ [SharePoint Server Support](#)→ [Linux Server Support](#)→ [VMware Server Support](#)→ [All Server Support Services](#)**Medha Cloud Exchange Server Support Team**

© 2025 Medha Cloud • Enterprise IT Infrastructure • Version 2025.1

[Exchange Server Support](#) | [Medha Cloud Home](#)



Medha Cloud

24/7 Exchange Server Support Team

PAGE 2: DECISION MATRIX

medhacloud.com/exchange-server-support

SHOULD I FIX THIS MYSELF OR CALL MEDHA CLOUD?

Fast Decision Matrix: 30-Second Assessment

See [full support plans](#) and [managed IT services](#)

ISSUE TYPE	TRY SELF-FIX	CALL EXPERT
Database Won't Mount	• Test environment • Less than 10 users • No corruption errors • Have good backups	• Production database • More than 50 users • -1018 errors present • Recovery over 1 hour
Mail Flow Stopped	• Queue under 100 messages • Non-business hours • Under 30 min issue	• Queue over 1,000 messages • Business hours impact • Over 2 hours duration
Performance Issues	• Single user complaint • Non-critical app • After-hours testing	• Org-wide slowness • Mail delays over 30 min • CEO/executives down
Database Corruption	NEVER (always call)	• ANY -1018 errors • Database won't repair • Data integrity risk
Service Won't Start	• After Windows Update • Simple restart works • Event log clear	• Dependencies missing • Crashes repeatedly • Error codes present

[View emergency support pricing →](#)

WHAT DOES DOWNTIME REALLY COST?

Average hourly cost of Exchange Server downtime:

50 users × 1 hour

\$2,500 - \$5,000

100 users × 2 hours	\$10,000 - \$20,000
200 users × 4 hours	\$40,000 - \$80,000
500 users × 8 hours	\$200,000 - \$400,000

Formula: (# users) × (hourly wage) × (hours down) × 2x
2x multiplier = productivity loss + business disruption

Our average fix time: 2.3 hours (vs 6-8 hours DIY)
Recovery rate: 98% (1,247 incidents, 2022-2024)

[Calculate your downtime cost →](#)

DIY TROUBLESHOOTING vs MEDHA CLOUD EXPERT

DIY APPROACH	MEDHA CLOUD EXPERT
6-8 hours average fix time	2.3 hours average
50% success rate (guessing)	98% recovery rate
\$20K+ prolonged downtime	\$299-\$499 support call
High stress, no sleep	Relax, we handle it
Hours Googling forums	Expert diagnosis in 8 min
Risk making it worse	Zero data loss focus

NEED EXPERT HELP RIGHT NOW?

Our Exchange Server specialists answer in

8 MINUTES AVERAGE

24/7/365 Emergency Support

Website: medhacloud.com/exchange-server-support
Phone: +1-646-775-2855 (24/7 Emergency Line)

Email: support@medhacloud.com

✓ 15-min P1 response guarantee

✓ 98% recovery rate (1,247 incidents)

✓ \$299/month support plans available

✓ No long-term contracts required

FREQUENTLY ASKED QUESTIONS

Q: Do you support older Exchange versions?

A: Yes! We support Exchange 2010, 2013, 2016, 2019, and Exchange Online. [See all supported versions →](#)

Q: What's included in monthly support plans?

A: 24/7 monitoring, proactive maintenance, security patches, and unlimited emergency support. [Compare all server support plans →](#)

Q: Can you help migrate to Microsoft 365?

A: Absolutely! We specialize in Exchange to Microsoft 365 migrations. [Learn about cloud migrations →](#)

Q: Do you provide Windows Server support too?

A: Yes, full infrastructure support including [Windows Server](#), [Linux](#), [SQL Server](#), and [VMware](#).



Medha Cloud Exchange Server Support Team

© 2025 Medha Cloud • Enterprise IT Infrastructure

[Windows](#) • [Linux](#) • [Exchange](#) • [SQL](#) • [VMware](#) • [Virtualization](#)

[Visit Medha Cloud Home](#) | [All Professional Services](#)