

When attempting to delete entries from the Files folder of the Personal Store Management in the Enterprise Vault Console, the user is prompted with a pop up error.

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Technical Solution for Enterprise Vault for Microsoft Exchange 7.0 2007 7.5 2007 7.5 SP6, Enterprise Vault for Microsoft Exchange 8.0 8.0 SP2, Enterprise Vault for Microsoft Exchange 8.0 8.0 SP1, Enterprise Vault for Microsoft Exchange 7.0 2007 7.5 2007 7.5 SP5, Enterprise Vault for Microsoft Exchange 8.0, Enterprise Vault for Microsoft Exchange 7.0 2007 7.5 2007 7.5 SP4, Enterprise Vault for Microsoft Exchange 7.0 7.0 SP5, Enterprise Vault for Microsoft Exchange 7.0 2007 7.5 2007 7.5 SP3, Enterprise Vault for Microsoft Exchange 7.0 7.0 SP4, Enterprise Vault for Microsoft Exchange 7.0 2007 7.5 2007 7.5 SP2, Enterprise Vault for Microsoft Exchange 7.0 7.0 SP3, Enterprise Vault for Microsoft Exchange 7.0 2007 7.5 2007 7.5 SP1, Enterprise Vault for Microsoft Exchange 7.0 7.0 SP2, Enterprise Vault for Microsoft Exchange 7.0 2007 7.5, Enterprise Vault for Microsoft Exchange 7.0 7.0 SP1, Enterprise Vault for Microsoft Exchange 7.0

Issue

When attempting to delete entries from the Files folder of the Personal Store Management in the Enterprise Vault Console, the user is prompted with a pop up error.

Error

The PST file entry cannot be deleted until the current operation is complete

Solution

Enterprise Vault administrators who are trying to remove entries of PST Files that are in the process of migrating with the status of "Completing", are unable to delete them and receive a pop-up message stating that the file entry cannot be deleted until the current operation has been completed. Please refer to the error shown in example 1 below:

Example 1:



This error is normally associated with a Client Driven PST Migration task, but can also apply to a Server Driven PST Migration task as well.

To resolve this issue follow the steps below:

1. Delete the contents of the PST_Holding folder and the PST_temp folder (This may already have been done by the Administrator)
2. Run the following SQL query to determine the user machines that are affected and are required to be removed from the EV console as shown in example 2 below:

Example 2:

File Name	Exchange Mailbox	Status	Size	Migrator
1\PCNRS1059\C:\Documents and Settings\asbrdz\Local Settings\Application Data\Microsoft\Outlook\archive.pst	Geal, Leo van	Completing	255 KB	Client
1\PCNRS334\C:\Documents and Settings\Renet\Local Settings\Application Data\Microsoft\Outlook\archive.pst	Hoakmeester, Rene	Completing	513 KB	Client
1\PCNRS946\C:\Documents and Settings\yvetel\Local Settings\Application Data\Microsoft\Outlook\archive.pst	Wijk, Wilco van	Completing	852 KB	Client
1\NRKDATA01\E\$\Cluster\Bestuur en Directie\outlook.pst\to bakaren mail.pst	Baier, Yara	Do not migrate	206 KB	
1\NRKDATA01\E\$\Cluster\Fondserving en Communicatie\Traffic F&C\INTERM\Function Trafficmanagement\archive...	Koning, Els de	Do not migrate	761 KB	
1\NRKDATA01\E\$\Cluster\Personeel en Organisatie\Vacature_(pst)\vacature 20062007.pst	Personeelstaken	Do not migrate	115.08...	

```
USE EnterpriseVaultDirectory
GO
SELECT *
FROM PstFile
WHERE filespecification like '%Value%'
```

Where '%Value%' equals the partial name of the workstation (example - '%PCNRS%')

3. Open SQL Studio Management Tools and expand the EnterpriseVaultDirectory database.
4. Open the Table called PstFile and search for the entries shown in the SQL Query in step 2 above.
5. Determine the Migrating Status from technote <http://support.veritas.com/docs/287704> - What do the values in the "MigrationStatus" field of the PstFile table indicate.
6. Change the "MigrationStatus" to 100 (Do Not Migrate) for all the relevant entries indicated in the EV Console and the SQL Query.
7. Save changes made to the PstFile table and close SQL Studio Management Tools
8. Close and Re-open the Enterprise Vault Console
9. Attempting to delete entries from the Files folder of the Personal Store Management in the Enterprise Vault Console, should now be successful.

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