

MCC - Unable to load Emails after moving the SearchStorage folder manually

PROBLEM

After changing your SearchStorage folder location you are unable to properly load emails from before the change.

SYMPTOMS

In MiCC Version 8.0 the messages may remain indexed, but you will receive a **404 - File or directory not found** error if you try to open the message in Ignite.

RESOLUTION

When manually changing the location of the SearchStorage folder, you must also manually copy the old .MSG files over in order for them to be accessible.

APPLIES TO

MCC Version 7.X and newer

Keywords: manually move searchstorage location folder email error

Last Modified By: AndrewM, Thursday, December 10, 2015
<http://micc.mitel.com/kb/KnowledgebaseArticle52389.aspx>

Wednesday, May 18, 2022