



The Lynde and Harry
BRADLEY FOUNDATION

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M E M O

TO: Mike Grebe
FROM: Yvonne Engel
DATE: March 13, 2007

Since the computer crash Sunday, several problems have been identified. While diagnostic tools indicated the array controller and two hard-drives involved are okay, reality has shown they are not. Yesterday Clement restored the partitions on those two drives but was still unable to re-install the Windows 2000 Server. An engineer from Masterlink spent two hours with him yesterday and determined he had taken all appropriate measures and his plans going forward were sound.

However, restoring Exchange Server on that hard-drive was impossible. One idea we did not pursue was to install Exchange on a different server, knowing we would loose all Exchange data (emails, calendars, contacts). The uninstall program wouldn't run either. He manually uninstalled Exchange and tried unsuccessfully to install the program. He consulted an Exchange Server expert at Masterlink, who explained everything on the hard-drive must be exactly as it was when originally installed, including the mapped drives that had been deleted several years ago when some network changes were made and they we no longer needed.

Today Clement installed two new hard drives and is in the process of configuring the partitions to be exactly as they were were so he can move forward with the installation of Exchange Server. When the installation is complete, we expect he will be able to copy the Exchange Backup files to the newly installed application so no data would be lost. An Exchange Server expert is on his way here now to assist Clement.

It has already been confirmed that our data and applications are secure and will be available when access to out network is available.

We recognize the severity of the problem of being down. Short cuts won't help. This process just takes time. Our disaster recovery plan is working; no data will be lost. If you would like to discuss any aspect of this situation with either me or Clement, please feel free.

cc: Terri Famer

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