

microsoft.public.exchange.admin: Re: Aaarggh! Cache mode problems again!

## Re: Aaarggh! Cache mode problems again!

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2004-12/3474.html>

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**From:** Ron (*Ron\_at\_discussions.microsoft.com*)

**Date:** 12/27/04

Date: Mon, 27 Dec 2004 03:07:03 -0800

Hi

i just make the suggestions that you give to jim,  
i have a similar problem ,possible you can give me a solution :  
here is my scenario:

my DL doesn't show up in the gal and It is appear in the sub list from the  
gal  
as example

I look for the dl "me"

" me " doesn't appear in the offline gal under Global address list  
in my gal, i have following sub list as example EUROPE , ASIA etc.

"Me" is appear only under for the GAL sub list EUROPE in some  
clients with cached mode.

When I don't use Cached mode : it is working fine and I look for the DL  
"me" in the gal

When I use a new client ,with a new installation sw installation, it is  
working fine with cached mode, when I look for my DL in the gal.

Now,

When I download manually the gal , in my current client where I have the  
problem, it doesn't work, Only when I look in my address book in the sub list  
EUROPE , can I see the entry from my DL,

The new installation from Outlook ,it didnt work too

Any suggestion or I missed something

I will appreciate your help

Regards

Ronnie

"Lee Li [MSFT]" wrote:

> *Hi Jim,*

>

> *Thanks for your update. I would like to answer your questions as below.*

>

> *First, if you don't encounter such issue during Outlook 2003 Online Mode,*

> *actually user will not encounter issue for GAL after changing the following*

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> registry.  
>  
> *HKEY\_CURRENT\_USER\Software\Microsoft\Office\11.0\Outlook\Cached Mode*  
> *Parameter: DownloadOAB*  
> *Type: REG\_DWORD*  
> *Value: 0x00000000*  
>  
> *The mechanism of the registry is to force Outlook query GAL from GC instead*  
> *of local OAB file.*  
>  
> *Second, I may have not made my points clear in last thread, so I state as*  
> *below again.*  
>  
> *In Outlook 2003 cached mode, the Outlook will download full version of OAB*  
> *during first login. And it will automatically updates the Offline Address*  
> *Book on the client every 24 hours. When domain administrator makes any*  
> *changes in the attribute of user object, the key point is that Offline*  
> *Address Book in Exchange Server will also update every 24 hours unless you*  
> *manually Rebuild Offline Address Book in ESM as I mentioned in last thread.*  
> *This means basically that your customer may get the latest Offline Address*  
> *Book within 24–48 hours. So if you prefer use this method, you need to*  
> *follow the steps below to ensure Outlook Client Side with the latest GAL*  
> *even in Exchange Cached Mode.*  
>  
> *In the situation you described, I suggest you perform the following step.*  
>  
> *1. Every time domain administrator makes any changes in User Object*  
> *attribute, after that, please follow steps below to manually rebuild OAB.*  
> *This will force update in Active Directory and decrease 24 hours to update*  
> *OAB in Exchange Server Side.*  
>  
> *Rebuild Offline Address Book*  
> -----  
> *1). Open Exchange System Manager*  
> *2). Navigate to <Organization name>\Recipients\Offline Address book lists\*  
> *3). Right click on the default offline address list and select Rebuild.*  
>  
> *2. Then you tell your customer every time they would like to get the latest*  
> *user information, follow steps below to manually download Address book.*  
> *This will force the downloading of update in Server Side, and decrease 24*  
> *hours to update OAB in Outlook Client Side.*  
>  
> *Download Address book*  
> -----  
> *1). Open Outlook 2003.*  
> *2). Click Tools menu, point to Send/Receive and click Download Address*  
> *Book*  
> *3). Clear Download Changes since last Send/Receive checkbox.*  
> *4). Select Full Details.*  
> *5). Choose \Global Address List and click OK.*  
>

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> *This will guarantee all your customers could get the latest OAB as they  
> want when they are online. And even when they are offline, they can access  
> the cached OAB in local disk.*

>

> *Hope this helps. If there is anything unclear or I can do, feel free to let  
> me know. Thanks and have a nice day!*

>

> *BTW, in order to avoid confusion, let's focus on the post in the queue  
> microsoft.public.exchange.admin, and please don't reply all duplicated  
> posts in the following queues.*

>

> *microsoft.public.exchange2000.misc  
> microsoft.public.exchange2000.admin  
> microsoft.public.exchange.misc  
> microsoft.public.exchange2000.general  
> microsoft.public.exchange.setup*

>

> *Thanks & Regards,*

>

> *Lee Li*

> *Microsoft Online Partner Support*

>

> *Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)*

>

> =====

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> that others may learn and benefit from your issue.*

> =====

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