

Re: Problem with Exchange

Source:

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- *From:* "Vineet" <vinit.arora@xxxxxxxxxx>
 - *Date:* 23 Aug 2006 02:54:41 -0700
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Hmmm....

So, dumpster has told us that mails are getting deleted permanently (like if you do shift+ delete in the inbox) and not going in deleted items or any other folder in either mailbox or pst by some rule or pop3 profile etc.

Now, first thing is that, yes there is a rule available in outlook that you can configure to permanently delete the items. However, you said that you have checked for all rules. Also, the possibility of creating this rule by somebody is very less.

You have changed the password, so pop3 profile configured somewhere will also stop downloading mails.

In your first post you told that you have also deleted and recreated the mailbox. I think that will remove all the rules also if any associated with that mailbox.

If there is any MAPI profile open somewhere that will also needs to be reconfigured after deleting and recreating the mailbox (I am not sure about this).

If you have OWA enabled, you can close all the profiles onfigured for the user and check that mail is still getting disappeared or not. I think it will !!!

I don't know why but somewhere i am doubting more on server then the client. Once, i have also faced same issue (on exchange 2000 not on exchange 5.5) and unfortunately that time i only have find the that mails are getting permanenently deleted on the client.

After that another guy who was looking after the server was informed abt he issue. He has done something with the mailbox and the problem got resolved.

Can you please elaborate what you have done on the server end that is deleting the mailbox, changing alias etc. After that experts there

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might give some more help to troubleshoot the issue.

Also, can you check about any antivirus program running on server???

Regards,
Vineet Arora

Missy Koslosky [MVP] wrote:

Are you positive there is not another client (Outlook or other) connected to the mailbox?

The password change would prevent many things, but if another MAPI connection is open to the mailbox, and that connection is set up to move items to a PST, then that would be the problem.

Over the years this type of thing has been reported numerous times, and it's almost always come down to a second client in the mix, or a PST being used in the primary profile. It's NOT an Exchange problem.

BTW, Exchange 5.5 is no longer supported by Microsoft. Time to upgrade.

Missy

"Paco Gaspar" <noesbueno@xxxxxxxxxxxxxx> wrote in message news:Xns9827A20F9542Cfjgaspargmailcom@xxxxxxxxxxxxxx

"Martin Blackstone – MVP" <exchangemvp@xxxxxxxxxx> wrote in [news:eY\\$BpZexGHA.3788@xxxxxxxxxxxxxx](mailto:news:eY$BpZexGHA.3788@xxxxxxxxxxxxxx):

Hi again,

First, check his Outlook for any errant rules he may have setup. We've all seen this happen.

I have watch in Outlook for rules, at the only place where I know that they are, and there are no rules at all. If there is any other place where they could be, rather than 'Tools-> Rules and alerts', please tell me where, pleased.

Then change his password. In case for some strange reason he has

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configured a POP client somewhere along the line, this should stop that from happening.

I have change his password. I am sure that delivery is set to mailbox, not to personal folders.

I have added the registry key mentioned in the other answer, and here ara the results once done all those things.

When the user receives an e-mail, it's kepted in his inbox. Then, whenever he send or receive another, all the messages in his inbox dissapear, so there's only the new ones if he has received, or none if he has sent.

At this point, if the user selects Tools->Recover deleted items, a window appears with all the lost messages, and he's able to recover it. If he recovers his messages, and push send and receive, all the deleted messages appears again.. and they keep there.. till the user sends or receives another message. And so on, and on, and on.

That's geting me crazy.

Any other thing that could be done?

Thanks