

Re: No Global Address list when trying to send an Email

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-09/msg00300.html>

- *From:* Kevan <Kevan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 5 Sep 2006 02:46:02 -0700
-

Hi

Further information.

If I log on as this user into the Child Domain but at our Corp head office in the UK where the Corp DC is based I have no problems with the Gal in Outlook. So It can not be a permissions problem.

I have just done a new Outlook Profile for the user using Cached mode as they are at the end of a slow VPN connection but the Mailbox is taking ages to synchronize for the first time. It's only 20mb but has taken 30 minutes so far and it still dhows 17mb to go.

Regards.

Kevan

"Kevan" wrote:

Hi

Thanks for your replies.

The Child domain was created about 3 weeks ago, Domainprep was run. The Outlook 2003 client is not running in Cached mode.

I have looked at it again and the problem seems to be that the client is either not seeing the domain contoler in the corp domain or it is permissions related. As soon as I click on Address book from the drop down menu under "Tools" Outlook hangs with a message saying "Outlook is trying to retrieve Data from the Exchange Server Corp1". Corp1 is actually the first DC in the corp Domain, not the Exchange Server. The same thing happens when I click on the "To" box when trying to address an email. I can ping the DC OK using IP address and FQDN. If I type the address I am sending to directly into the email I can send an email OK.

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Could the issue be anything to do with the placing of Global Catalog servers or some wider AD issue?

Regards.

Kevan

"jamestechman@xxxxxxxx" wrote:

How long ago was the child DC put in place? Did you run domainprep?

James Chong
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Kevan wrote:

Hi I have done as you have suggested but I can still not see any names in the GAL. The PC the user is using hangs when I try to view the GAL list and I get a message saying that Outlook is trying to connect to the Exchange server but the message gives me the name of the DC on the Corp A/C not the exchange Server, presumably as it is the DC that provides the address list. I am sure the problem must be permissions or Global Catalog related.

Would you have any other ideas or suggestions I could try.

I can ping by name the DC and the exchange server so I do not think name resolution is the problem.

Regards.

Kevan

Regards

"jamestechman@xxxxxxxx" wrote:

Authenticated users should have list contents rights. To view permissions go to ESM, Recipients, all

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global address list, default
global address list, property, security tab.
Try creating a test
user\mb in the new corp and give him admin
right and see if it's a
rights issue.

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Kevan wrote:

Hi

We have an Exchange 2003
SP2 setup in a Windows
2003 Domain.

We recently created a child
domain inside our corp
domain for users in our
SA office. We have
migrated only one user so
far and although she can
connect to the exchange
server to send and receive
email when she clicks on
the "To" box to address an
email there are no entries in
the Global Address
list.

The link is not very fast so I
don't know if this is
contributing to the
problem but other users in
SA who have not been
migrated to the child
domain
can see the GAL OK.

Do I need to allow users
from a child domain
permission to view a GAL.
In
the properties of her address
book for the GAL it says

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that it is looking to
the DC on our Corp Domain
for the address list which is
the same as everyone
else.

If I do need to give
permission where do I do it?

If any one can help or if you
need further information
please let me know.

Thank you.

Kevan Dickinson