

Re: Boardroom Contacts (Problem resolved)

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2006-09/msg03517.html>

- *From:* josh lacroix <joshlacroix@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 28 Sep 2006 10:46:03 -0700
-

The Problem:

I have 3 Boardrooms accounts that 2 admin staff are delegated to manage. 1 admin staff left, so I deleted the user then at a later point, deleted him from the delegation profile of each boardroom account.

When a user would book the small boardroom, it was still trying to send to the deleted user account and getting an NDR.

Troubleshooting:

If I emailed the boardroom account, it worked fine. I did a trace on the NDR msg ID and found that it was trying to send to

/O=IFMS/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=Mwacays; Marie-Josee Leduc

Mwacays is deleted. So I had to track where this was coming from. This group did not exist anywhere in Active Directory.

I then turned my attention to LDAP. Using LDAP explorer, I could not find this entry. I could see the small boardroom's ldap settings and only see Marie-Josee as the delegate. So this told me that I did remove the Mwacays account. I also checked the rest of the boardrooms and they were identical.

So I then put a post on the internet and some guy says..look here..

<http://support.microsoft.com/kb/253557/en-us>

This then opened a whole new place for me to look..and I felt I was close.

What happens next I am still trying to figure out.

So I check the properties of what the document says..

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it looked like this:

Small Boardroom (Problem account)
Outlook Message Manager
Junk E-Mail Rule
CB 24*pd: HEX STUFF
Outlook Message Manager

Large Boardroom (Works Fine)
CB 24*pb: HEX STUFF
Schedule + EMS interface
Junk E-Mail Rule

So if you read the MS KB doc, it says a stranded rule in the mail box.

After looking at it, I could only see the Schedule + EMS interface reference on the Large BD and not the small. So then I went in another direction.

OK so far straight forward...this is where I need to figure it out...cause I'm stumped..Keeping in mind I checked already all the delegate settings while being logged in as the boardroom user...always the same..Marie-Josee...I even checked in LDAP remember... ok..

SO I looked in my personal contacts by accident and saw something...I saw

/O=IFMS/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=HBFGJMKMHYJNMM and this goes on...

So I was like, what the heck is that doing there..I sent an email to it..got back and ndr...so I deleted it...

Keep in mind, this was my personal contacts in my profile!!!

All of a sudden, the small boardroom is working...I'm like WTF!!! So I said, maybe everyone has the groups local on their system and is the root cause. So I go to the user who reported it..looked in their contacts...they had nothing like what I had..so I tried the small boardroom and it worked!!! I'm like..ok what just happened here...so I created a reservation in the Big Boardroom thinking ok it's fixed...

WTF!!!!!!

The large boardroom started NDR's now....so at this point I was about to smash the window and jump head first...

But..the MS KB document says how to fix it..if I see the "Schedule + EMS interface " SO I said..alright let's try this KB cause it didn't work for the small. SO I followed the instructions. Right away I went

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back in to reset the delegation rights and what do I see...

Out of no where...I see Josee and Unknow account!!!That Unknow account was never there before!!

SO I removed both users, closed, re-opens and added Josee...Now everything works fine

Questions to be answered:

1- It is impossible that my local contact groups could affect the behaviour of this account??Why the moment I deleted them, the problem shifted to the large boardroom.

2- I know for a fact that I cleared the delegation of the large boardroom before..after running that MDBVU32.EXE file, it made it reappear.

Anyways its resolved now..but I don't understand the problem any better...sure running the tool fixed it, but why did it jump databases after I deleted that local group from my contacts...how the hell did that get in there anyways??

"josh lacroix" wrote:

More details:

I looked in my contacts and I also have a group called /o=IFMS/ou=administrative group..blah blah...but the rest is in HEX. Now where did that come from?

Im still investigating this issue.

"josh lacroix" wrote:

Ben I am on to something New!!

I think this is close. Let me explain.

Look here first!

<http://support.microsoft.com/kb/253557/en-us>

When I follow the instructions, the small boardroom does not have the " Schedule +EMS Interface" as described in the MS KB. But if I check my large

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boardroom wich is working fine, it has it..My question is, should I create it? If so, How??

Here are MY " Associated Messages in FLD"

Small Boardroom (Problem account)

Outlook Message Manager

Junk E-Mail Rule

CB 24*pd: HEX STUFF

OUTlook Message Manager

Large Boardroom (Works Fine)

CB 24*pb: HEX STUFF

Schedule + EMS interface

Junk E-Mail Rule

"josh lacroix" wrote:

Ben, I am at home now and will get the info you ask tomorrow. I can tell you that this network was built from scratch. All windows 2003 and exchange 2003. No prior upgrades or anything. I wish I could post you the screen shot but I got the DN from the TO field of the message when I tracked it. Ill post more details tomorrow. If you have aplace where I can screen shot you..let me know.

"Ben Winzenz [Exchange MVP]" wrote:

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That format looks like a legacyExchangeDN format. Where exactly did you see this? Can you post the entire entry from the message tracking log that deals with that messageID?

What happens if you do a search in AD for that value – not necessarily just on the boardroom, but searching everything in AD? Where does it show up?

--
Ben Winzenz
Exchange MVP
MessageOne
Read my blog!
<http://winzenz.blogspot.com>
<http://feeds.feedburner.com/winzenz> (RSS
Feed)

"josh lacroix"
<joshlacroix@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
<news:D7400AAF-0352-4659-AE0D-4E90E83B9D71@xxxxxxxxxxxxxxxxxxxx>

I have been browsing the
LDAP using LDAP explorer
tool..Works
well..anyways,
no where in there can I find
this damn entry..I checked
the properties of
the
boardroom and it only has
the 1 user listed..so its
correct..

HELP!

"josh lacroix" wrote:

Ben Im
getting
closer.

I went onto
exchange,
ran a mail
trace on the

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message ID
NDR i got
and
got
the
following.

/O=IFMS/OU=FIRST
ADMINISTRATIVE
GROUP/CN=RECIPIENTS/CN=Mwacays;
Marie-Josee
Leduc

OK, so I
need to
remove
Mwacays...my
question to
you
is..where do
I find
this group. I
looked in
ADS can't
see it, Ill go
poke around
in exchange
now.
MSG me if
you know!

"Ben
Winzenz
[Exchange
MVP]"
wrote:

Is
it
only
meeting
requests?
What
if
you
try
and
send
a
normal

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message?
If
all
messages
are
being
forwarded,
then
you'd
want
to
look
at
the
boardroom
user
account
properties,
Exchange
General
Tab,
Delivery
Options
button
and
see
if
a
group
has
been
set
up
to
forward
to.

If
that
isn't
it,
then
you
might
consider
starting
Outlook
with
that
profile
using

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the
/cleanrules
switch.
There
are
a
limited
number
of
ways
that
forwarding
like
this
can
be
achieved.

Rule
Delivery
Options
–
Forwarding
Delegate

I
haven't
installed
the
Auto
Accept
Agent
in
a
while
and
don't
recall
if
it
includes
an
option
for
forwarding
meeting
requests.
Plus,
it
didn't
sound

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like
you
had
it
installed.

--
Ben
Winzenz
Exchange
MVP
MessageOne
Read
my
blog!
<http://winzenz.blogspot.com>
<http://feeds.feedburner.com/winzenz>
(RSS
Feed)

"josh
lacroix"
<joshlacroix@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
<news:60E8A02B-2423-4B45-8E34-61EEFC78CE11@xxx>

Ben,
I've
already
did
that.
I
logged
in
as
the
boardroom
account,
checked
the
delegation
side
of
things,
its
clean..now
speaking
of

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this..i
see
the
1
admin
staff
left..and
when
I
did
it
..I
remember
i
did
see
the
second
account...but
it
was
deleted
in
ADS
so
it
was
just
account
unknown..anyways
I
removed
it..I
have
also
added
it
to
my
workspace..I
just
can't
figure
out
why
it
is
forwarding
it.
Liek
I

Re: Boardroom Contacts (Problem resolved)

said,
when
I
create
a
new
res,
it
sends
an
email
to
sboardroom@xxxxxxxxxxxxxxxxxxxxx
after
that
point
when
it
reaches
the
inbox,
it
sends
a
copy
to
the
2
admins..now
the
1
is
gone
and
resulting
in
my
NDR.

In
exchange,
is
there
any
maintenance
or
update
maybe
I
should
run

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on
the
mail
account?
Is
it
possible
it
is
cached
on
the
exchange
server??

"Ben
Winzenz
[Exchange
MVP]"
wrote:

1.
It
doesn't
sound
like
full
resource
booking
has
been
implemented.
That
sounds
pretty
kludgy
to
have
2
admin
staff
manage
accepting
the
meetings.
There
are
several
options
available

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to
handle
resource
booking.
Microsoft
has
provided
an
Auto
Accept
Agent
that
will
allow
you
to
configure
a
mailbox
as
a
resource
mailbox
such
that
it
will
automatically
accept
or
reject
meeting
requests
based
on
a
number
of
criteria
that
you
define.
2.
You
will
need
to
create
a
new
MAPI

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profile
that
points
to
the
boardroom
account.
Once
you
do
that,
open
that
profile
(and
mailbox)
then
go
to
the
Outlook
Tools,
Options,
Delegates
tab.
Odds
are
that
the
old
admin
is
listed
in
there
as
a
delegate.
Remove
him
and
you
should
be
fine.
This
does
not
work
if
you

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Domino
Background.
This
setup
was
done
prior
to
me
coming
here
so
I
am
still
trying
to
figure
out
the
configs.

It
appears
that
we
have
our
Boardrooms
setup
with
an
account.
People
go
into
their
calendars,
they
can
create
a
meeting
and
a
time,
they
click
add
invitees
and

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select
the
boardroom.
And
then
see
the
busy
times...anyways
what
is
happening
is
that
we
have
2
admin
staff
who
have
delegated
rights
to
this
account,
so
they
can
manage
the
requests.
1
user
left,
I
deleted
his
account
and
removed
the
his
permissions
from
the
inbox
and
calendar..but
if
I

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create
a
new
meeting,
invite
that
boardroom,
it
still
tries
to
send
this
user
an
email
so
i
get
an
NDR.

Question
is,
is
this
forst
normal
to
setup
boardroom
reservations
this
way..and
2nd,
where
can
I
look
in
the
boardroom
account
to
find
how
it
is
still
trying
to

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send
this
deleted
user
an
email.

I
also
checked
rules.

Any
help
or
documentation

I
can
read
to
this
subject
would
be
gladly
accepted.

Funny
thing
is
also,
It
appears
its
only

1
boardroom..we
have
4

which
I
removed
him
from
all..but
only
have
the
problem
still
with
1...so

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could
it
be
a
technicall
issue?