

RE: DST update for Exchange 2003 and Outlook 2003

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-02/msg03113.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Tue, 27 Feb 2007 11:05:07 GMT
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Hi Ken,

Thanks for updating in our newsgroup.

From your description, I know that one client cannot make the Folder Redirection successfully. If I am off-base, please don't hesitate to let me know.

Since only one client has problem and your troubleshooting steps doesn't work, the problem may be more complex than expected and is time resuming. Thank for your understanding.

Based on my research, A user profile is a group of settings and files that defines the environment that the system loads when a user logs on. It includes all the user-specific configuration settings, such as program items, screen colors, network connections, printer connections, mouse settings, and window size and position. The SBS 2003 Folder Redirection may contain My Documents. When you use the Roaming Profile and Folder Redirection together, there may be some conflict. So that's not recommended.

Please let me know the following to make the situation more clearly:

1. When a good user log on the problem computer, will the same problem occur?
2. When the problematic user logon to other workstation, will the same issue occur?
3. How did you create the user account and computer account? Did you use the wizard in the Server Management?

Please take the following steps to narrow down this issue:

Step 1: Make a clean boot. The problem may be caused by some third party

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software.

1. Click Start→Run...→type msconfig and press Enter.
2. Click Services tab and select Hide All Microsoft Services and Disable All third party Services.
3. Click Startup tab and Disable All startup items.
4. Click OK and choose Restart.
5. After reboot, check whether the problem still occurs.
6. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

Step 2: Run gpupdate /force on the problematic computer, and then check if the problem still exist.

Step 3: Check the NTFS permission and share folder permissions of the shared folder.

Suppose you redirect My Document to \\SBSSERVER\USERS\USERNAME\

User Shared folder

NTFS Permissions:

CREATOR OWNER: Full Control (Apply onto: Subfolders and Files Only)

Domain Admins: Full Control

Domain Users: Special – Allow: Traverse Folder/Execute Files, List Folder/Read Data, Read Attributes, Read Extended Attributes, Create Folders/Append Data, Read Permissions. (the option to apply the permission to sub-objects should be checked)

System: Full Control

SBS Folder Operators: Full Control

Share Permissions:

Domain Admins, Domain Users, SBS Folder Operators: Full Control

Username folder

NTFS Permissions:

Domain Admins: Full Control (Inherited)

System: Full Control (Inherited)

SBS Folder Operators: Full Control (Inherited)

Individual user: Full Control (Not Inherited)

Step 4: Change the user to use local profile instead of roaming profile, will the same issue occur?

If the problem still exists, please help me collect information for further research:

MPS Report on problematic computer

1 Download MPS report tool from:

<http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9>

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15706/MPSRPT_SETUPPerf.EXE

2 Run the MPSRPT_SETUPPerf.exe on the server box.

3 Wait for 10~15 minutes.

4 Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Setup\Reports\cab\

5 Send the .cab file to me.

Userenv log

1. Use Registry Editor to add (or modify) the following registry value:

HKEY_LOCAL_MACHINE\Software\Microsoft\Windows NT\CurrentVersion\Winlogon

Value: UserEnvDebugLevel

Value Type: REG_DWORD

Value Data: 10002 (Hex)

2. The log file will be generated in the following place when computer starts:

%SystemRoot%\Debug\UserMode\Userenv.log

Please send the information to v-robali@xxxxxxxxxxxxx with subject
38069059-Roaming Profiles prevent Folder redirect from working.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner.

You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing

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so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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<From: "Garrett Felix" <Neo@xxxxxxxxxxxxxxxxxx>
<Subject: DST update for Exchange 2003 and Outlook 2003
<Date: Mon, 26 Feb 2007 10:57:46 -0500
<Lines: 26
<Message-ID: <65824372-3CDD-413D-B925-37FF546E9ADE@xxxxxxxxxxxxxxxxxx>
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<X-Tomcat-NG: microsoft.public.exchange.admin
<

<I am seeing a lot of confusion and am trying to provide our Exchange Admin
<and Help Desk Staff with some guidance. I would like to confirm the
<following order for the DST updates.

<
<1. The Windows 2003 OS on the Exchange Server has already been updated.
<All of our Outlook users on on Outlook 2003.

<2. We need to run the update against the mailboxes as relying on our
users

<to do so would be fiasco in the making. Does the Windows XP SP2 instance
on

<each workstation need updated before we run the update against the
<mailboxes?

<3. We have a group of people whom only use Outlook Web Access from a
<central workstation where they are stationed. Since OWA is web-based, if
<those particular workstations are not updated prior to running the mailbox
<update, will it have an impact on that three week period?

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<4. We have about a dozen individuals using Windows Mobile 5 devices. If
<they are not updated prior to the mailbox update, how will they be
impacted?
<5. How do we run the mailbox update against the Exchange Server? The 28
<page document from the KB article I downloaded is confusing and
overwhelming
<to people. Is there a simple and concise explanation of how to run this
<update?
<6. Will the Windows XP DST update be pushed down through Windows Update?
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<Thanks in advance,
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<Garrett
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