

## Re: Problems with Outlook 2002

**Source:**

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.clients/2004-04/0533.html>

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**From:** Ray Leung (*rayleung\_at\_lfrg.com*)

**Date:** 04/28/04

Date: Wed, 28 Apr 2004 03:14:32 -0700

I have same problem of the Exchange 5.5. Please help me!

>-----Original Message-----

>We had that same configuration before upgrading to exchange 2000 w/ scanmail5, and then we upgraded to exchange 2003 with scanmail 6. We did not run into your issue, but we ran into several others that sound like it might be related.

>

>You will want to open up a support incident with Trend Micro. Their way of

>dealing with the store back then was vastly different than now, and it's my

>guess that you'll need them to dig you out of this issue, or at least

>explain it more fully.

>

>

>"Louie Scott" <anonymous@discussions.microsoft.com> wrote in message

>news:4ffb01c42c7a\$8d5b9c40\$a501280a@phx.gbl...

>> I am running Exchange 5.5 on top of W2K. I also have

>> clients that run Outlook 2002 and I am running Trend Micro

>> ScanMail 3.81. Starting with myself I have two messages in

>> my INBOX that I cannot open or delete. When I try to

>> delete it I get a message back that says "ITEM COULD NOT

>> BE DELETED. IT WAS EITHER MOVED OR ALREADY DELETED OR

>> ACCESS WAS DENIED". Ever since that message showed up in

>> my INBOX that has been the start of my problems. Now when

>> I highlight my INBOX in the lower left hand corner it says

>> I have twenty (20) items (true) and 4294967273 items

>> *unread (false). I (and others also) keep receiving*  
>> *messages that says that we are out of space due to too*  
>> *many messages, even after we have cleaned all of my*  
*boxes*  
>> *out.*  
>>  
>> *So far I have scanned for viruses on the exchange server*  
>> *using ScanMail to scan the mailboxes. It found three*  
>> *viruses in mailboxes. I have also stopped the ScanMail*  
>> *virus software on the exchange server and tried to*  
*delete*  
>> *the messages out of my INBOX but that has not worked.*  
>>  
>> *Does anyone have any ideas?*  
>  
>  
>  
>