

Re: OL2003 OAB: Exceeded the download limit set by your administra

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.clients/2006-11/msg00063.html>

- *From:* Sam Jones <SamJones@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 9 Nov 2006 13:29:01 -0800
-

I tried launching Outlook as "C:\Program Files\Microsoft Office\OFFICE11\OUTLOOK.EXE" /v:2 and it doesn't seem to like it.

Looking at

<http://office.microsoft.com/en-us/outlook/HA011742661033.aspx?pid=CL100626971033>

and <http://www.outlook-tips.net/howto/commandlines.htm> I'm not seeing any reference to Outlook Verbose Logging. It looks like the /v switch is used for open vcf files. What am I missing here? Thanks.

-Sam

"Dave Goldman [MSFT]" wrote:

You have to use the /v:2 switch if you want the most verbose output. This tells me that all of the system folders are there and you don't need to worry about the MAPI properties that were not found as this is normal depending on the version of Exchange you are running.

I would make sure that the permissions in the active directory are inheriting down and then also look at the store level objects. My suggestion is to turn on Diagnostic logging from within outlook the next time this problem happens.

Dgoldman

"Sam Jones" <SamJones@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:20E04443-AD6C-462F-A6E4-5550DAC752F8@xxxxxxxxxxxxxxxxxxxx

Below are my OABInteg results with the oabfldcheck test:

```
Starting Test 9 - OAB System Folder Check
OAB System folder check started at: 11:07:42 AM
Sort Locale being used by the server is: 1033
Code Page being used by the server is 1252
```

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WARNING: Unable to retrieve the property for
PR_PROFILE_HOME_SERVER from
the
profile.

Windows Message Subsystem profile registry subkey
dca740c8c042101ab4b908002b2fe182 has no values.

NOTE: This is the server we will be using to connect to the active
directory
via NSPI for queries.

The very first time you log in with your profile this registry value will
be
blank and Exchange will
ask the global catalog server for a referral and then populate this key.

You can take a netmon trace while logging in if you want to see the global
catalog server we are using.

Opening the Exchange Public Folder Store.
Retrieving the message store table.
Obtaining store table properties.

Trying to retrieve the property for the
PR_ADDRBOOK_FOR_LOCAL_SITE_ENTRYID.
Property for PR_ADDRBOOK_FOR_LOCAL_SITE_ENTRYID found.
System folder opened.
Property type not recognized for Property Tag = 0x6699000A,
PR_OVERALL_AGE_LIMIT

<a lot of whitespace>

Scan Completed

+-----+

Message Class Normal found: 3
Message Class Differential found: 1536
Message Class Unknown found: 0
Message Attachments found: 0
Messages found but unable to read the properties: 0
System folders found: 4
Highest sequence number found: 11781
Lowest sequence number found: 337
Biggest attachment found: 0 Bytes
Smallest attachment found: 36500 Bytes
Biggest message found: 672695 Bytes
Smallest message found: 305 Bytes

Scan Ended at: 11:07:51 AM

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It does look like there is an error in regards to PR_OVERALL_AGE_LIMIT. Anything relevant to the problem? I turned on the logging in Outlook under Tools | Options | Other Tab | Advanced Options | Enable Mail Logging (troubleshooting). Then looking at the OPMLog.log I got the following after trying to download the OAB (getting the error) then closing Outlook multiple times:

```
2006.11.09 11:22:31 <<<< Logging Started (level is LTF_TRACE) >>>>
2006.11.09 11:22:31 Resource manager terminated
```

```
2006.11.09 11:24:56 <<<< Logging Started (level is LTF_TRACE) >>>>
2006.11.09 11:24:56 Resource manager terminated
```

Doesn't look very revealing. Anyway to crank up the logging level to something really verbose? We do have two servers in the Exchange environment. From what I can see both have the same Reviewer Role for the Default group under all the OAB System Folder permissions. Thanks for your help.

-Sam

"Dave Goldman [MSFT]" wrote:

There really are no limits that we set to stop that. Deleting the files will prompt the outlook client to do a full download. I am just curious but if you run OABInteg with the oabfldcheck test, what are the size of the files. Perhaps the files are exceeding a size limit that you have imposed for pf replication and your clients are pulling from a different replica.

Also if you turn up diagnostic logging from within Outlook, what does it show when you try to download the files?

The error that you are getting is an Access Denied

```
C:\WINDOWS\system32>err 0x80070005
# for hex 0x80070005 / decimal -2147024891
COR_E_UNAUTHORIZEDACCESS coreerror.h
```

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```
ERROR_ACCESS_DENIED
winerror.h
# Access is denied.
# 12 matches found for "0x80070005"
```

Is this a single server or do you have multiple servers that might have different permissions on them that would stop the client from downloading the files?

Dgoldman
"Sam Jones" <Sam Jones@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:7D63E57B-B2AE-4AA7-9200-11BDF5E4A622@xxxxxxxxxxxxxxxxxxx

I'm seeing the exact same error message as Brian, however it's intermittent, and in a slightly different environment.

When manually attempting to download the address book in cached mode, all users are getting the 0x80070005 error (exceeded download limit, etc.). If I close Outlook, delete the six oab files under C:\Documents and Settings\%username%\Local Settings\Application Data\Microsoft\Outlook and restart Outlook, it eventually starts downloading the oab files. However, the problem will then reoccur a few hours or weeks later.

I'm running Exchange 2003 SP2 on Win2K3 SP1 and Outlook 2003 SP2 on all the workstations. I've tried Oabinteg.exe and everything looks good. Any suggestions on how to troubleshoot this?

-Sam

"Dave Goldman [MSFT]" wrote:

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Sounds like a permissions issue to me. You are unable to limit the amount of users that you want to download anything from your system folders. If you look at the error that you have listed in the send/receive its an access denied error:

```
C:\WINDOWS\system32>err
0x80070005
# for hex 0x80070005 /
decimal -2147024891
ecAccessDenied ec.h
ecPropSecurityViolation
ec.h
MAPI_E_NO_ACCESS
mapicode.h
E_ACCESSDENIED
winerror.h
```

You might want to see if these users are part of a group that have deny access to your information store.

Dgoldman

"neo [mvp outlook]"
<neo@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
[news:Oufv2v2\\$GHA.4864@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:Oufv2v2$GHA.4864@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Only thing
that comes
to my mind
is an
administrative
template
that
is
used in a
group

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policy. The
registry
keys that
could be set
are
mentioned
in

<http://www.microsoft.com/technet/prodtechnol/sms/sms2003/deploy/>

<brian@xxxxxxxxxxxxxxxxxxxx>

wrote in
message

<news:1162565083.818051.181250@xx>

I
have
2
users
that
currently
receive
the
following
error
during
a
Send/Receive:

Task
'Microsoft
Exchange
Server'
reported
error
(0x80070005)
:
'The
Offline
Address
Book
could
not
be
updated
because
you
have
exceeded
the
download
limit

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set
by
your
administrator.
Please
try
again
later.'

Servers
are
Exchange
5.5
SP4.
As
far
as
I
know
we
have
no
limit
set
on
the
servers
for
OAB
download
limits....
didn't
know
there
were
any
limits
I
could
set.

Anyone
seen
this
issue?
Any
ideas
on
fixing?
My
desktop

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support
folks
tell
me
a
new
Outlook
profile
doesn't
seem
to
fix
it.
Let
me
know!