

Instant Messenger Problems

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We have an issue with IM for certain users on MSN Messenger Service V3.5 running on Exchange 2000 SP3 (Upgrade to IM not an option at the moment) When a user sends to one of his contacts, IM shows the user as offline.

Also, the users do not get a pop-up to identify to notify when colleagues sign in.

The users typically need to exit and restart IM for the contacts to appear back online and sometimes Instant Messenger needs to be disabled and re-enabled in the account attributes in AD.

This seems to affect about 10 users per day.

Any thoughts as to why this is happening and how to resolve it.

Thanks