

Trouble with creating new Exchange 2000 Mailboxes

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I have this setup:

1 Windows 2003 Server PDC.

1 Windows 2000 Server with Exchange 2000.

Everything has worked fine until last week when the Administrator tried to add a new user to the Active Directory. The user can be added OK and the mailbox is created as normal. You can check the user's AD properties after you have created it and it has e-mail addresses so the mailbox seems to exist.

However, when you try to setup Outlook on the new person's workstation, and you check the new user's name in the Exchange Server client setup in Outlook, you get this message instead of it recognizing the user's name and underlining it:

The name could not be resolved. The action could not be completed.

The user's name also appears in the global address list, but if a message is sent to one of the new mailboxes, then this message is sent back to the sender:

From: System Administrator
Sent: Thursday, August 05, 2004 9:50 AM
To: Mike Smith
Subject: Undeliverable:test

Your message did not reach some or all of the intended recipients.

Subject: test

Sent: 8/5/2004 9:50 AM

The following recipient(s) could not be reached:

Mike Smith on 8/5/2004 9:50 AM

The e-mail address could not be found. Perhaps the recipient moved to a different e-mail organization, or there was a mistake in the address. Check the address and try again.

<e2kcomputername.domainname.local #5.1.0>

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If a message is sent from outside their network to one of the mailboxes via SMTP, the sender gets this message:

>From : <postmaster@domainname.us>
Sent : Thursday, August 5, 2004 9:56 AM
To : user@hotmail.com
Subject : Delivery Status Notification (Failure)

This is an automatically generated Delivery Status Notification.

Delivery to the following recipients failed.

msmith@domainname.us

The only change that has been made recently was that they had to change their internet domain name because of administrative problems with their provider. The email addresses were changed in their Exchange Server and this has been working fine for months.

Any help with this problem would be greatly appreciated.

Thanks

Michael Gilliam