

## Re: Intellisync, Palm and Outlook Calendar

**Source:**

<http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.calendaring/2005-03/0184.html>

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**From:** Greg (*Greg\_at\_discussions.microsoft.com*)

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This is the support message. ...

The procedure below is based on the Windows XP operating system, but the general idea should be the same for Windows 95/98, Windows NT, and Windows 2000.

This error is occurring because Intellisync cannot access a particular \*.pst file. It may be because the file no longer exists or is on a network drive that is no longer accessible.

Please Note: We recommend taking precautions and backing up your Outlook settings and data before performing these suggestions.

To resolve the issue, the user should

1. Move the \*.pst file to an accessible location on the local system or on the network.
2. Remove the reference to the \*.pst file.

This is done by going to "Control Panel" and double-clicking on the "Mail" applet. The user would then click on "Data Files". A window entitled "Outlook Data Files-Outlook" will appear, showing the Name of the data store and the corresponding location of the \*.pst file. To remove a data file, highlight the file and select "Remove". If the user wishes to move or copy a \*.pst file, Outlook must be shut down first.

If the version of Windows being used is not Windows XP, then have the user do the following:

1. Open Outlook.
2. Verify that you are able to expand each of the major folders in the folders list. The major folders are "Archive Folders", "Mailbox-<Username>", and "Personal Folders". It is likely that you will be unable to open one of

these major folders. Look for the following error message:

"Unable to expand folders. Outlook cannot find C:\Documents and Settings\\Local Settings\Application Data\Microsoft\Outlook\.pst."

3. Open Windows Explorer. Do a search for <filename.pst>.
4. If the \*.pst file is found, copy it to the file path indicated in the error message. If the \*.pst file is not found, it is recommended that the user delete the folder that cannot be expanded in Outlook. To delete the folder, right-click on it and select "Close <folder name>".
5. Launch Intellisync and configure it to synchronize with MS Outlook.

"Milly Staples [MVP – Outlook]" wrote:

> *Yes, post the EXACT advice given. We are not mindreaders.*  
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