

Re: Resource reservation problem

Source:

<http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.calendar/2009-05/msg00821.html>

- *From:* KDC David <kdc david@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 27 May 2009 18:02:01 -0700
-

I never modified the resource's Exchange properties. And just to confirm the user is set to accept messages "from everyone". I would like to understand why the auto accept agent is not working as expected. Why would the error message state the lack of permissions? It seems like Outlook is attempting to "direct book" as opposed to the auto accept agent processing it on its behalf. FYI, the resource calendar permissions are set to (Default and Anonymous : "None").

"Nikki Peterson" wrote:

I have set up permissions in the EXCHANGE GENERAL tab, select the DELIVERY RESTRICTIONS... button

Check to see if there are any restrictions set.

I will use this for some resources that are limited to only a particular group for booking. I will set the ACCEPT MESSAGES: ONLY FROM: and then select the group that is allowed to book.

Nikki

"KDC David" <kdc david@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:65485EB0-94B0-469B-80C4-A9B214A6855C@xxxxxxxxxxxxxxxxxxxxx>

I am positive the request is not directly made on the resource calendar. I tested it myself. Scenario: From my Outlook 2007 client: create new meeting request>> Scheduling tab>>Add Others>> add resource in Resource field>> specify time and other settings...>>Send the request and immediately the error message pops-up

"Nikki Peterson" wrote:

My apologies for the mis-understanding. duh!

Are you sure the client is using the "Make a Meeting" to send the request? It sounds like they are opening the RESOURCE calendar and then

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double-clicking ON IT trying to create a meeting directly on the resource. The Resource is replying that they are not allowed to send as them and they probably do not have the rights to Write directly to the calendar.

I would ask the client to show me how they are making the meeting.

Nikki

"KDC David" <kdc david@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:7DFFA2C4-868D-4268-A9D1-BC596EA336D8@xxxxxxxxxxxxxxxxxxxx
this thread was listed under

Server Applications>>Exchange>>Outlook>>Outlook Calendaring
However, if you re-read the original posting my concern is with Outlook 2007 client not OWA. I have no problems sending reservation requests from OWA.

It works as expected. When I book the resource from the Outlook client, I receive an error message stating permission issues (review the original posting for exact message). The question is: must specific permissions be configured for the resource calendar in order Outlook client users to reserve resources? I would think not since the Auto Accept Agent acts as a proxy and processes the request on behalf of the requestor. I can confirm the Local System Account is used to run the agent.

"Nikki Peterson" wrote:

I was not aware that it would work with OWA. You may want to ask this on the Exchange List. Those guys work alot closer with this than the Outlook group.

Nikki

"KDC David" <kdc david@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:9AC6A5C5-0740-497D-93AE-222C230547A4@xxxxxxxxxxxxxxxxxxxx

It is a store event sink. I download it from Microsoft's website. Here's the link
<http://www.microsoft.com/downloads/details.aspx?familyid=3d0884e6-c603-491d-bf57-ac>

"Nikki Peterson" wrote:

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You must be using an Add-in or app that can do this. It is not possible without Exchange 2007, auto-accept that I am aware of. What do you use for your booking solution?

Nikki

"KDC David"

<kdcdavid@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:F3F89961-38A5-417C-BFE1-95C7E7781D77@xxxxxxxxxxxxxxxxxxxx

That's strange, because when I send a request from OWA. The auto

accept

agent

responds with an "Accepted" notification

and I can confirm the

appointment

is

updated on the resource's calendar by

logging in. However, this

process

has

its quirks. The invitation the recipients

receive does not have the

resource

noted in e-mail header just the other

attendees and meeting organizer.

Maybe

you can provide further insight to this

matter.

"Nikki Peterson" wrote:

If you are using Exchange

2003, SP 2 you cannot use

OWA for the

Auto-Accept. You need

Exchange 2007.

Nikki

"KDC David"

<kdcdavid@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:59AEDDC0-3B19-4F22-850E-2A825F6013FC@xxxxxxxxxxxxxxxxxxxx

Our mail server is running

Exchanger Server 2003 Std

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SP2 and users
are
running Outlook 2007. I
created a resource mailbox
and registered it
for
the
Auto Accept Agent.
Scheduling reservations
from OWA presents no
issue.
However, when the request
is created from Outlook an
error message
stating
"You marked
<resourceName> as a
resource. You cannot
schedule a
meeting
with
<resourceName> because
you do not have the
appropriate permissions
for
that
account. Either enter the
name as required or optional
attendee or
talk
to
your administrator about
giving you permission to
schedule
<resourceName>."
The mailbox was selected as
a resource in the invitation.
In
addition,
the
Local System Account is
used to run the agent
program. Are there any
additional permissions that
must be configured for
meeting requests
from
Outlook 2007 to work?

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