

microsoft.public.outlook: Re: Can any Microsoft person tell me if this is a bug?

## Re: Can any Microsoft person tell me if this is a bug?

**Source:** <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2004-06/4933.html>

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

**Date:** 06/18/04

Date: Fri, 18 Jun 2004 08:33:01 -0700

I have the same problem but without the policy, I am running exchange 5.5 as a back end to outlook 2003 (this is temporary). When running in cached mode the recover deleted items do not appear, however as soon as cached mode is turn off they all appear.

As with yourself the synchronisation settings show the items held on the server.

Have you raised a call with microsoft and if so what was their response?

"Diane Poremsky [MVP]" wrote:

- > *I'm not aware of any fixes for it, but if your company has a paid support*
- > *plan, you should definitely open an incident.*
- >
- > --
- > *Diane Poremsky [MVP - Outlook]*
- > *Author, Teach Yourself Outlook 2003 in 24 Hours*
- > *Coauthor, OneNote 2003 for Windows (Visual QuickStart Guide)*
- > *Author, Google and Other Search Engines (Visual QuickStart Guide)*
- >
- > *Outlook Tips: <http://www.outlook-tips.net/>*
- > *Outlook & Exchange Solutions Center: <http://www.slipstick.com>*
- > *Join OneNote Tips mailing list: <http://www.onenote-tips.net/>*
- >
- > *Vote for your favorite Outlook and Exchange utilities in the*
- > *Slipstick Ratings Raffle at <http://www.slipstick.com/contest/>*
- >
- > *"Lando" <lando@noemails.com> wrote in message*
- > *news:%23drnjN6UEHA.412@TK2MSFTNGP10.phx.gbl...*
- > *> Is this a bug?*
- >
- > *> We have Outlook/Exchange 2003 and the users are running in cached mode.*
- > *> When*
- > *> a user recovers a deleted item from their deleted items folder it does not*
- > *> show up in their mailbox. If you look at the synchronization settings there*
- > *> is 1 item now on the server and 0 in the folder. The item does not come*
- > *> down*

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> > *to the client even if you press F9. If you go into your Outlook web access*  
> > *the file is there but not on the client. If you take the user out of*  
> > *cached*  
> > *mode it works every time.*  
> >  
> > *I have narrowed it down to a policy problem. When you set the policy,*  
> > *Emptytrash 1 (Empty Deleted Items Upon Exiting) the recovered item is not*  
> > *downloaded to the client when in cached mode. As soon as you remove this*  
> > *policy the file appears.*  
> >  
> > *Can anyone shed some light on this on if it is a bug or something else and*  
> > *if so is there a fix. We do not want to turn off the policy to not empty*  
> > *trash because our users would NEVER empty it.*  
> >  
> > *Thanks!*  
> >  
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>