

Re: Unable to connect Outlook 2007 to Exchange 2003 Server

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2007-03/msg00953.html>

- *From:* "john doe" <johndoe@xxxxxxxxxxx>
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I'm having the same problem. We have brand new Dell Laptops with Vista and Office 2007.

Outlook2007 will not download email. I did at one time get the GAL to work but then it

stops after rebooting.

I'll let you know if I find something.

Thanks

<arrowtech.clayton.lee@xxxxxxxx> wrote in message
news:1174002745.059932.258660@xx

Cross posted to:
microsoft.public.outlook
microsoft.public.exchange
Experts Exchange – <http://tinyurl.com/ywwcdu>
Petri.co.il – <http://tinyurl.com/2cxuln>

I have a client who has just taken delivery of two new laptops running Windows XP Pro SP2 and Office 2007. All service packs and patches have been applied.

The server is a Windows 2003 SBS Premium, with all patches and service packs applied.

There are 6 existing XP computers running Office 2003 with no problems.

When I start Outlook 2007 for the first time, with no profile created, it tries to autodetect the settings for Exchange.

It detects the username and email address, when you click next it shows a green tick next to "Establish Network Connection", but a soon as it goes to the "Search for Administrator@xxxxxxxxxxxxxxxx server settings" step it throws an error message:

"The connection to Microsoft Exchange is unavailable. Outlook must be

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online or connected to complete the action."

If you click OK, it comes up with the standard Microsoft Exchange dialogue with the servername and mailbox name. The servername and mailbox name are filled in correctly, but neither of them are underlined.

If you click on "Check Name" you get the error message:

"The name cannot be resolved. The connection to Microsoft Exchange is unavailable. Outlook must be online or connected to complete this action".

If I choose to manually configure the Exchange settings, I get the same errors.

I have tried going into the "More Settings" area and choosing not to encrypt data, and also changed the Authentication to NTLM or Kerberos, but none of these settings do anything to help.

The computer originally shipped with Norton Internet Security, however this has been removed and replaced with Symantec AV Corporate edition. The Windows firewall has been turned off.

A search of the internet has proved fruitless, I have come up with:

<http://support.microsoft.com/kb/927481>

This isn't the problem – there is no Exchange 2007 in the network and the registry key doesn't exist.

<http://support.microsoft.com/kb/927612/en-us>

I have run SetSPN, everything appears fine in the output, plus there is only one server in the domain, so it doesn't seem like it would be a GC issue – all the roles are held by the one server.

<http://tinyurl.com/votejy>

This SBS newsgroup post seems to be my problem, but noone has solved it yet.

<http://tinyurl.com/3avhl6>

Outlook newsgroup – I have killed the profile many times – no dice.

<http://tinyurl.com/2rumep>

Outlook newsgroup – these guys have a similar problem, but they can get to the mailbox, they just get prompted for credentials sometimes.

The thing that stands out most for me about this problem is that the error is instant. You click on the "Check Names" button – the error is straight up – no delay. It is as if it isn't even trying to connect to the server, the same sort of behaviour I would expect if there was a firewall blocking it or something.

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There are two new laptops with this exact same problem, so it isn't just one computer.

I have checked name resolution, network connectivity etc, all of these are fine.