

## Re: Serious issue with Outlook 2003 and SBS 2003, I need help

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-09/7633.html>

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**From:** David Elders (*david\_elders\_at\_hotmail.com.nospam*)

**Date:** 09/25/04

Date: Sat, 25 Sep 2004 17:06:34 +0100

Hi Jeff,

See my post in the microsoft.public.backoffice.smallbiz2000 newsgroup headed SBS2K – OL2K3 – not synching Inbox for an update. With a bit of luck I may be on the right track... time will tell...

Regards,

David

"Jeff Kushen, MCSE" <jeffkushen@comcast.net> wrote in message news:uMjUKVioEHA.1300@TK2MSFTNGP12.phx.gbl...

> Well David,

>

> I have no sync issues at all. This is happening on 8 of 20 clients. Had  
> no issues before upgrading from SBS2K and Outlook 2K.

>

> I don't care about cached mode on my workstations, but I need cached mode  
> for my laptop users.

>

> Oddly enough, if I switch it to deliver email to a personal folder instead  
> of keeping it in the INBOX, it does show all email. But my client wants  
> to store it on the server for security. These laptop users have a habit  
> of damaging their units. I have had to replace 2 already in the last 6  
> months.

>

> If you do call MS and get an answer, Id be happy to split the cost with  
> you if the solution works for me as well. :-) I can paypal or ever  
> western union the money to you. Unfortunately my client isn't willing to  
> foot the bill, but it would be worth half of the \$245 for the call to get  
> this off my plate!

>

> Anyone else have any suggestions?

>

> Jeff Kushen, MCSE

microsoft.public.windows.server.sbs: Re: Serious issue with Outlook 2003 and SBS 2003, I need help

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>

> "David Elders" <david\_elders@hotmail.com.nospam> wrote in message  
> news:eHCVm%23goEHA.132@TK2MSFTNGP14.phx.gbl...

>> Hi Jeff,

>>

>> We have the same issue with 1 of 7 OL2K3 clients on our SBS2K box. No  
>> resolution despite trying lots of ideas. Interesting to note that its  
>> also happening on SBS2K3, however.

>>

>> In general, check the synch issues folder [using Folder List] and look  
>> for an error message[s]. Prob provide a URL to an MS document telling you  
>> how to re-create the OST file [possibly corrupted]. Ensure your Outlook  
>> is running Cached Exchange Mode in Unicode format [if not you'll have a  
>> 2Gb limit rather than 20Gb on the OST file size, which can be 60-80% more  
>> than the Exchange mailbox size].

>>

>> You can still run Outlook using Offline Folders and synch over a VPN but  
>> its not nearly as network-effective and you lose nice features like the  
>> Junk Mail Filter [which you can get around with SBS2K3 by using the  
>> Intelligent Mail Filter on the SBS box itself] and the ability to  
>> disconnect and reconnect on the fly and Outlook doesn't mind.

>>

>> Real PITA and despite trying lots of things we've had nothing approaching  
>> a reliable solution. To be honest, we're getting very close to just  
>> making a chargeable support call to MS to try to resolve this instead of  
>> spending [and wasting] more time and cost attempting to resolve it  
>> through groups and knowledge base searches.

>>

>> Regards,

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>> David

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>> "Jeff Kushen, MCSE" <jeffkushen@comcast.net> wrote in message  
>> news:O7Y\$iXeoEHA.2784@TK2MSFTNGP14.phx.gbl...

>>> Here is a weird one.

>>>

>>> All clients are on Outlook 2003, and the server is SBS2003 of course.  
>>> Now if I run the clients in cached mode, they cannot see any emails.  
>>> NONE. If I take them out of cached mode, its fine.

>>>

>>> This is ok for the workstations in the office. But what about my laptop  
>>> users who need to work offline?

>>>

>>> Any ideas are GREATLY appreciated. I have been working on it for 2  
>>> weeks now and I cant make any headway at all!

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microsoft.public.windows.server.sbs: Re: Serious issue with Outlook 2003 and SBS 2003, I need help

>>>

>>> *Jeff Kushen, MCSE*

>>> *jeff@upgradesystems.net*

>>> *Direct Replies welcome!*

>>> *(440) 308-1311*

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