

## Add User / ConnectComputer script ... deleted existing email client, lost email?

*Source:*

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I have been looking through the Microsoft knowledge base and some of the newsgroups but have not been able to find any problem similar to one that occurred for me today.

I added 7 users to an SBS 2003 Premium server today ... 4 of them ran the ConnectComputer script, two were successful and 2 lost their old email accounts completely.

The two that worked were using WinXP Pro with current maintenance (one was a SP2 install, the other a SP1 install) ... one was using Outlook XP and one was using Outlook 2003.

The two that failed were using WinXP Pro with current maintenance (installed before SP1) and were using Outlook 2000 as their email client.

All 4 had only one external POP email account each before running the ConnectComputer script.

After the script completed the two successful migrations each had two mail accounts, the Exchange account added by the SBS2003 server and the former external POP account ... it appears that all old mail and address book entries were copied over and the old email client was deleted.

After the script completed the two that failed had only one mail account, the one created by the SBS2003 server ... the original Windows UserName was still available to log into, but the associated email client along with the existing POP account info had been deleted and an Outlook 2003 install script started when the user selected the usual icon to open the email client ... the outlook data files from the deleted client do appear to still be on the PC though.

I have stopped adding new users, and told the 3 users that have not yet run the script to NOT setup their PCs until I figure out what went wrong.

First question ... how do I recover the old email client folders and address

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book data from the leftover Outlook 2K files?

Next question ... so I can prevent this from happening again ... is this a known problem that I can read about somewhere?

TIA,  
BPR