

RE: "Changes to the Rule could not be saved." When attempting to save an auto-reply template.

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg02920.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Thu, 15 Dec 2005 07:56:50 GMT
-

Hi Alax,

Thanks for using the SBS newsgroup!

I would like to confirm the issue as: you got error message "Changes to the rule could not be saved.", when you follow KB article 903289: To configure a "Reply with Template" rule for a public folder in Outlook 2003. If I am off base, please don't hesitate to let me know.

Let's perform some tests to isolate the issue:

1. Please try to add a "Forward (TO)" rule to this Public Folder, and see if it can be successfully saved.

2. Examine the Permission settings:

A). Check the Public Folder to ensure the current user has the "Owner" permission:

Right click the Public Folder-> Click Properties-> Click Permissions-> Check the Permission Settings.

B). Check Exchange Permission settings:

1) In the Exchange Console, expand Administrative Groups-> <Group Name>-> Folders-> Public Folders-> <Folder Name>.

2) Right click the folder and click Properties. In the Permissions tab, check the three permission settings. Specifically:

- Client permission is similar to the Outlook View. Verify it is correctly configured here.
- Check Directory Rights and make sure this user account can write to it.

C). Check Outlook Permission settings

D). Used ADSI Edit to navigate to the public folder object under. For your

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information, ADSI Edit can be installed from Windows Support tools:

CN=<Public Folder Name>,CN=Microsoft Exchange System Objects,DC=hill,DC=com

and add the user to the folder object with "Full Control". There was a "Send As" permission listed there explicitly and was selected when we selected "Full Control".

After verified them, please try to test again to see if the issue be fixed.

3. Use the current user account to create a new Public Folder, and see if the "Reply with (Template)" rule can be added to this folder. This allows us to know if this is a Public Folder issue.

4. Use another user to logon Outlook, and create a rule on a new Public Folder. This allows us to know if this is a user issue.

5. I still recommend you "Enable Diagnostic Logging". Which error message is logged when the client is refused to save the Rule?

I appreciate your time! I am happy to be assistance of you and look forward to your reply!

Have a nice day!

Sincerely,

Jenny Wu
Microsoft CSS Online Newsgroup Support
Get Secure! – www.microsoft.com/security

This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

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Any input or comments in this thread are highly appreciated.

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>From: "Alex" <alex@xxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>Subject: "Changes to the Rule could not be saved." When attempting to save
an auto-reply template.
>Date: 14 Dec 2005 12:33:23 -0800
>Organization: <http://groups.google.com>
>Lines: 7
>Message-ID: <1134592403.709343.325660@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
>NNTP-Posting-Host: 64.198.16.10
>Mime-Version: 1.0
>Content-Type: text/plain; charset="iso-8859-1"
>X-Trace: posting.google.com 1134592409 14794 127.0.0.1 (14 Dec 2005
20:33:29 GMT)
>X-Complaints-To: groups-abuse@xxxxxxxxxx
>NNTP-Posting-Date: Wed, 14 Dec 2005 20:33:29 +0000 (UTC)
>User-Agent: G2/0.2
>X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1;
NET CLR 1.1.4322),gzip(gfe),gzip(gfe)
>Complaints-To: groups-abuse@xxxxxxxxxx
>Injection-Info: o13g2000cwo.googlegroups.com; posting-host=64.198.16.10;
> posting-account=EHLciQ0AAACkFacPZXSTs2KCJoQnVY7X
>Path:
TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-onli
ne.de!border2.nntp.dca.giganews.com!border1.nntp.dca.giganews.com!nntp.gigan
ews.com!postnews.google.com!o13g2000cwo.googlegroups.com!not-for-mail
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:230186
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>
>Hello. I have read this KB Article:
><http://support.microsoft.com/?scid=kb:en-us:903289&spid=2520&sid=global>
>
>I receive the message "Changes to the rule could not be saved." when I
>attempt to save a Auto-Reply template. I have done everything in the
>KB article, and it still says that. Any ideas?
>
>

• **Follow-Ups:**

- ◆ **Re: "Changes to the Rule could not be saved." When attempting to save an auto-reply template.**

◇ From: Alex

RE: "Changes to the Rule could not be saved." When attempting to save an auto-reply template.

- **References:**

- ◆ **"Changes to the Rule could not be saved." When attempting to save an auto-reply template.**

◇ From: Alex

- Prev by Date: **RE: Retiring SBS 2003**
- Next by Date: **Re: Allowing Mac OSX to connect to shares**
- Previous by thread: **"Changes to the Rule could not be saved." When attempting to save an auto-reply template.**
- Next by thread: **Re: "Changes to the Rule could not be saved." When attempting to save an auto-reply template.**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**