

Re: Message rules not working for one client

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg03205.html>

- *From:* Mike Teegarden <miket@xxxxxxxxxxxxx>
 - *Date:* Fri, 16 Dec 2005 06:51:43 -0800
-

Thank you, Nathan, I will give this a try next week. We have a big deadline approaching, and I don't want to do anything drastic until it passes.

-Mike

Nathan Liu [MSFT] wrote:

Hello Mike,

Thank you for your kind update.

If I delete the current user account
(which I will have to do to keep

the account name the same), what will that do to that users share? Does her space and all her files on the server go away? When I create the new user account, will they be reconnected automatically?

I. First of all, since this issue only occurs with one specific user account, this issue is most related to the specific user account.

II. Please kindly note when we delete the problematic user account, and then create a new user account with same name, however the new user account has different SID to the deleted problematic user account. Although her space and files don't go away, but they cannot be reconnected automatically after we create a same name new user account, we need to re-gather

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access permission for her space and files. Thanks for the understanding.

III. Considering the current condition, let's perform the following step to re-create a new Exchange mailbox instead of recreating a new user account:

1. Please first use Outlook or ExMerge to backup the problematic user's mailbox data.

174197 XADM: Microsoft Exchange Mailbox Merge Program (Exmerge.exe) information

<http://support.microsoft.com/?id=174197>

2. Open Active Directory Users and Computers (ADUC) on Exchange Server.
3. Click View, and select "Advanced Features".
4. Right click the problematic user and click Exchange Tasks.
5. Click Next on the Welcome page of the Exchange Task Wizard.
6. Click Delete Mailbox.
7. Click Next, click Next, and then click Finish.
8. Go to Exchange System Manager -> Organization -> Administrative Groups -> First Administrative Group -> Mailbox Store -> Mailboxes.
9. Right click Mailboxes and choose "Run Cleanup Agent".
10. Right-click the mailbox, and then click Purge to permanently delete the mailbox. Click Yes to confirm the deletion.
11. Go back to ADUC, locate the problematic user account and right click it to choose Exchange Tasks.
12. Select "Create Mailbox" and click Next to finish the procedure.

Note: You will not see the newly created mailbox in the Mailboxes container until the user has successfully logged on the mailbox at least once.

13. After the user logs onto his mailbox, import the backup .pst file back to the mailbox and test if this issue still occurs.

I appreciate your time and cooperation. Please do not hesitate to let me know if you have any further concerns, I am looking forward to hearing from you.

Best regards,

Re: Message rules not working for one client

Nathan Liu (MSFT)
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.

Any input or comments in this thread are highly appreciated.

=====

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From: Mike Teegarden <miket@xxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
Subject: Re: Message rules not working for one client
Date: Thu, 15 Dec 2005 07:29:14 -0800
Organization: Posted via Supernews,
<http://www.supernews.com>
Message-ID: <11q32uboi707o51@xxxxxxxxxxxxxxxxxxxxxx>
User-Agent: Mozilla Thunderbird 1.0
(Windows/20041206)
X-Accept-Language: en-us, en

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MIME-Version: 1.0

References: <11pua6hk4feou77@xxxxxxxxxxxxxxxxxxxxxx>

<zWxHQHGAGHA.4012@xxxxxxxxxxxxxxxxxxxxxx>

<11q0hoh2ovrbv2c@xxxxxxxxxxxxxxxxxxxxxx>

<CdxpghRAGHA.1504@xxxxxxxxxxxxxxxxxxxxxx>

In-Reply-To:

<CdxpghRAGHA.1504@xxxxxxxxxxxxxxxxxxxxxx>

Content-Type: text/plain; charset=ISO-8859-1;
format=flowed

Content-Transfer-Encoding: 7bit

X-Complaints-To: abuse@xxxxxxxxxxxxxx

Lines: 367

Path:

TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-onli
ne.de!newshub.sdsu.edu!newsfeed.news2me.com!newsfeed2.easynews.com!newsfeed1
easynews.com!easynews.com!easynews!sn-xit-03!sn-xit-10!sn-xit-01!sn-post-01
!supernews.com!corp.supernews.com!not-for-mail

Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:230424

X-Tomcat-NG: microsoft.public.windows.server.sbs

If I delete the current user account(which I will have to do to keep the account name the same), what will that do to that users share? Does her space and all her files on the server go away? When I create the new user account, will they be reconnected automatically?

Nathan Liu [MSFT] wrote:

Hi Mike,

Thanks for your email.

1. As you mentioned, since this issue only occurs with one specific user account, this issue is most related to the specific user account. I have checked

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your exported Outlook rules, there is no problem with these two Outlook client rules.

2. Considering the current condition, backup the user's Outlook file to

a

.PST file, and then re-create a new user account for this specific user account, this is a effective way to try. Thanks for your understanding.

To do so, please kindly refer to the following information:

a. Use Outlook "Import and Export Wizard" to export Outlook file into

a

.PST file, you also can use Exmerge to export this user's mailbox into a .PST file:

287456 OL2002: How to Work with Personal Folders Files
<http://support.microsoft.com/?id=287456>

Microsoft Exchange Server Mailbox Merge Wizard (ExMerge)

[http://www.microsoft.com/downloads/details.aspx?FamilyId=429163EC-DCDF-47DC-](http://www.microsoft.com/downloads/details.aspx?FamilyId=429163EC-DCDF-47DC-96DA-1C12D67327D5&displaylang=en)

96DA-1C12D67327D5&displaylang=en

b. On the SBS Server, run "Add User Wizard" to create a new user

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account

for this specific user account.

Note: please kindly note if you need to delete the old specific user account, please also kindly refer to the following KB article to backup user profile of the old specific user account:

How To Restore a User Profile in Windows Server 2003
<http://support.microsoft.com/kb/324734/>

I appreciate your time and cooperation. Please do not hesitate to let me know if you have any further concerns, I am looking forward to hearing

from

you.

Have a nice day!

Best regards,

Nathan Liu (MSFT)
Microsoft CSS Online Newsgroup Support
Get Secure! - www.microsoft.com/security

=====

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Re: Message rules not working for one client

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Please

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=====

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From: Mike Teegarden
<miket@xxxxxxxxxxxxxx>
Newsgroups:
microsoft.public.windows.server.sbs
Subject: Re: Message rules not
working for one client
Date: Wed, 14 Dec 2005
08:23:44 -0800
Organization: Posted via
Supernews,
<http://www.supernews.com>
Message-ID:
<11q0hoh2ovrbv2c@xxxxxxxxxxxxxxxxxxxxxx>
User-Agent: Mozilla
Thunderbird 1.0
(Windows/20041206)
X-Accept-Language: en-us, en
MIME-Version: 1.0
References:
<11pua6hk4feou77@xxxxxxxxxxxxxxxxxxxxxx>

<zWxHQHGAGHA.4012@xxxxxxxxxxxxxxxxxxxxxx>

In-Reply-To:
<zWxHQHGAGHA.4012@xxxxxxxxxxxxxxxxxxxxxx>
Content-Type: text/plain;
charset=ISO-8859-1;
format=flowed
Content-Transfer-Encoding:
7bit

Re: Message rules not working for one client

X-Complaints-To:
abuse@xxxxxxxxxxxxxxxxx
Lines: 163
Path:

TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-onli

ne.de!newshub.sdsu.edu!logbridge.uoregon.edu!newsfeeds.ihug.co.nz!ihug.co.nz

!sienna.impulse.net!sn-xit-02!sn-xit-06!sn-post-01!supernews.com!corp.supern

ews.com!not-for-mail

Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:230129
X-Tomcat-NG: microsoft.public.windows.server.sbs

Nathan Liu [MSFT] wrote:

Hello Mike,

Thank you for
posting in the SBS
newsgroup.

According to your
description, I
understand that one
client cannot get
Outlook rules to
work in the SBS
2003 with Exchange
SP2 network. If I

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have

misunderstood the problem, please don't hesitate to let me know.

To narrow down this issue, please kindly answer and perform the

following

questions and steps:

1. Does this issue only occur with the specific user account and the specific workstation's Outlook side?

It appears that this account is the only one having problems, but I have not tested every workstation.

2. Please try to use the specific user account to log on to a working Outlook client, and then check if the issue can be reproduced. Please

also

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try to use other
working user
accounts to log on
to the specific
workstation's
Outlook client.
What's the testing
result?

It appears isolated to this
account, regardless of which
workstation the client is
logged into.

3. As you
mentioned, you have
created two Outlook
rules "just things

like

take all the mail
with addresses
matching the GAL
and dump them in a
specified folder.
Another one takes
mail to a specific
address(an

alias)

and puts it in a
special folder",
what's the location
of the special

Re: Message rules not working for one client

folder

(Server store or
client side .PST
file)?

The folders are in the server store.

Important: Please
kindly note if the
two Outlook rules
are client side
rule, we need to
open Outlook to let
the client side
rule works.

They are client-side rules.

I would like to
explain the
difference Between
Client Side and
Server

Side

Rules for your reference:

When we create a
rule to move a

Re: Message rules not working for one client

message from the
mailbox on the
server

to

another folder on
the mailbox on the
server, this rule
can be a server

side

rule automatically.

When we create a
rule to move a
message from
mailbox on the
server to

the

client pst file, this rule must be a client-side rule.

More information:
Server-based vs. client-based rules
<http://www.slipstick.com/rules/serverbased.htm>

4. On the other
hand, if the error
still appears, it
may be related

to

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the corrupted
rules. You may
perform the
following
suggestion to
troubleshoot the
issue:

If you are running
Outlook 2003, quit
Outlook. Click
Start -> Run, type
"Outlook
/cleanrules" and
press Enter. Then
you may re-define
the

rules.

(Quotation marks
are not included
and there is a
space between
Outlook

and

/)

I have done this, and the problem continues.

You can also use
Mdbvu32 utility to
remove the rules.
More detailed

steps,

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refer to the
following article:

320022 XCLN: How to Use the Mdbvu32 Utility to Remove Inbox Rules
<http://support.microsoft.com/?id=320022>

You can get the Mdbvu32 for Exchange 2003 at the following link:

[http://www.microsoft.com/downloads/details.aspx?FamilyId=3D1C7482-4C6E-4EC5-](http://www.microsoft.com/downloads/details.aspx?FamilyId=3D1C7482-4C6E-4EC5-983E-127100D71376&displaylang=en)

[983E-127100D71376&displaylang=en](http://www.microsoft.com/downloads/details.aspx?FamilyId=3D1C7482-4C6E-4EC5-983E-127100D71376&displaylang=en)

5. If the issue persists, please kindly open Outlook, click Tools -> Rules and Alerts, click E-mail Rules tab, select these rules and click Options, click "Export Rules" to export rules. And then send the file

to

my

mailbox:
v-natliu@xxxxxxxxxxxxxxxxx,
please also kindly

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let me know the
detailed steps of
creating these
rules for further
analysis. I

appreciate

your time and cooperation

NOTE: This response
contains a
reference to a
third party World
Wide

Web

site. Microsoft is
providing this
information as a
convenience to you.
Microsoft does not
control these sites
and has not tested
any software

or

information found
on these sites;
therefore,
Microsoft cannot
make any
representations
regarding the
quality, safety, or
suitability of any
software or
information found
there. There are
inherent dangers in

Re: Message rules not working for one client

the

use

of any software
found on the
Internet, and
Microsoft cautions
you to

make

sure that you
completely
understand the risk
before retrieving
any

software

from the Internet.

I appreciate your
time and
cooperation. If
anything is
unclear, please

feel

free to let me know. I am looking forward to hearing from you.

Best regards,

Re: Message rules not working for one client

Nathan Liu (MSFT)
Microsoft CSS Online Newsgroup Support

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are

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From:
Mike
Teegarden
<miket@xxxxxxxxxxxx>
Newsgroups:
microsoft.public.windows.server.sbs
Subject:
Message
rules
not
working
for one
client
Date:
Tue, 13
Dec 2005
12:02:25
-0800
Organization:
Posted
via
Supernews,

Re: Message rules not working for one client

<http://www.supernews.com>
Message-ID:
<11pua6hk4feou77@xxxxxxxxxxxxxxxxxxxxxx>
User-Agent:
Mozilla
Thunderbird
1.0
(Windows/20041206)
X-Accept-Language:
en-us,
en
MIME-Version:
1.0
Content-Type:
text/plain;
charset=ISO-8859-1;
format=flowed
Content-Transfer-Encoding:
7bit
X-Complaints-To:
abuse@xxxxxxxxxxxxxxxxxx
Lines: 9
Path:

TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!newsfeed00.sul.t-online.de!t-onli

ne.de!tiscali!newsfeed1.ip.tiscali.net!news.tele.dk!news.tele.dk!small.news.

tele.dk!sn-xit-02!sn-xit-11!sn-xit-06!sn-post-01!supernews.com!corp.supernew

s.com!not-for-mail

Re: Message rules not working for one client

Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.serv
X-Tomcat-NG: microsoft.public.windows.server.sbs

I have
one
client
machine
who
cannot
get
message
rules to
work. I
have
tried
deleting
them and
rebuilding
them,
but no
luck.
These
are not
complicated
rules,
just
things
like
take all
the mail
with
addresses
matching
the GAL
and dump
them in
a
specified
folder.
Another
one

takes

mail to a specific address(an alias) and puts it in a spe

Running fully patched SBS2003 with Exchange SP2

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Mike