

## RE: exchange emails not delivering to all pc's

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg02521.html>

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- *From:* v-stezhu@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx (Steven Zhu [MSFT])
  - *Date:* Tue, 14 Feb 2006 10:13:54 GMT
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Hi Jerry,

Thanks for taking time to respond.

From your reply, I understand that your principal partner user cannot receive email both his PC and his laptop via VPN connection from his hours to your office network. If I am off base, please feel free to let me know.

Based on my experience, please collect the following information so that I can solve this issue:

1. Please use your principal partner user account connects to the office's Exchange Server via OWA and

check the Exchange mailbox whether the original emails exist. If the mails do not exist either, I am

wondering whether this user use a PST file to store mails on both PC and Laptop. The reason why I kind of

sure about this is because both Outlook Clients in PC and Laptop will download the items only if it is in

Exchange mailbox; if the mails reach your Exchange mailbox and redirected to a PST file in one Outlook,

the specific mail will be removed from Exchange mailbox. That way another Outlook will never download

this item next time it login. To verify whether the mail is delivered to mailbox or PST file, follow the

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steps below.

- 1). In each Outlook once a time, login Outlook profile, click Tools menu, click E-mail Accounts.
- 2). Choose View or Change existing e-mail Accounts and click next.
- 3). Choose Exchange mailbox in drop down list of i°Deliver new e-mail to the following location;±.

Additionally with the same mechanism, the Outlook rule to forward mail to PST may also cause such issue.

Please also verify there isn't any rule to do that.

2. Please locate two Outlook workstation in your office network (LAN). You can use your principal partner

user account receive email on the two workstation. Does the issue disappear?

3. Please create a new mailbox enable user account in your domain. And use the new user account to login

domain and receive email at partner user;~'s home via VPN connection. Does the issue disappear?

Please let me know the test result above so that I can provide further assistance on this problem. I am

looking forward to your reply.

Have a nice day.

Best Regards,

Steven Zhu  
 MCSE  
 Microsoft Online Partner Support  
 Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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PLEASE NOTE the newsgroup SECURE CODE and PASSWORD will be updated at 9:00 AM PST, February 14, 2006. Please complete a re-registration process by entering the secure code mmpng2006 when prompted. Once you have entered the secure code mmpng2006, you will be able to update your profile and access the partner newsgroups.

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from this issue.

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