

RE: Offline Address Book error on send/receive

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-03/msg05640.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Mon, 27 Mar 2006 09:34:28 GMT
-

Hi,

Thanks for using the SBS newsgroup.

From your description, I understand the issue to be: you received offline address book can not be download error message after you joined the SBS 2003 server box to existing domain. If I am off base, please don't hesitate to let me know.

Let us perform the following steps to trouble shoot the issue:

I. First please increase the Diagnostic logging level for MExchangeSA to monitor the process. You can refer to the these steps:

- a. Clear the current the log files.
- b. In ESM, navigate to the server entry. Open its Properties, on the diagnostic logging tab, increase logging level to Maximum on the OAL Generator sub-category of the MExchangeSA.
- c. Restart the Microsoft System Attendant service (Services.msc).

II. Please rebuild Offline Address Lists to see if it helps. you can follow these steps:

- a. In ESM, navigate to the entry Recipients -> Offline Address Lists.
- b. Right click the Default Offline Address List to choose Rebuild item to rebuild the list. Can the process perform successfully?

III. Please follow KB 822444 to reset the system folders in the Exchange server to see if it helps.

How to reset system folders in Exchange Server 2003

<http://support.microsoft.com/?id=822444>

Then please test the issue again, what is the result?

IV. If the issue persists, please kindly help me collect the following

RE: Offline Address Book error on send/receive

information for further analyze:

1. Please check if the public folder store can be mounted properly on the server box. You can check as follows: in ESM, navigate to entry Administrator Groups -> first administrative group -> Servers -> First Storage Group -> Public Folder Store, Does the store is mounted properly?
2. Please verify if the Outlook clients can access PF folders. Also please look into the Sync Issues folder to check if there are some errors. If yes, please let me know the exact error message. If the Sync Issues folder is not shown, please click Go -> Folder List.
3. Please check if the offline address list is pointed to a valid entry on the Properties of the mailbox store. You can check the settings as follows: in ESM, navigate to entry Administrator Groups -> first administrative group -> Servers -> First Storage Group -> Mailbox Store, right click to open its Properties page, under General tab, please ensure the offline address lists point to the valid entry (Default Offline Address List).
4. Please verify there are appropriate OAB folders in ESM. Those are OAB Version 2, OAB Version 3a, OAB version 4. You can check as follows: in ESM, navigate to entry Administrator Groups -> first administrative group -> Servers -> First Storage Group -> Public Folder Store -> Public Folders, you can check them in the right panel.
5. Please let me know if Associated public folder tree is pointing to appropriate entry (first administrative group/Public Folders)? And also please let me know which object distinguished name you have changed. Please describe me more detail about how you processed with adsiedit.
6. Can you help me collect the screen shot of the offline address book can not be download error message and the error message of exoledb.dll for analyze?
7. Also please save me text of the application and system log for analyze:

To save a text copy of Application /System log:

- A. Open Event Viewer: Start -> All Programs -> Administrative Tools -> Event Viewer.
- B. Right-click on Application/System log and select "Save Log File As?".

Please compress all files and mail it to my working mailbox:
v-yannniw@xxxxxxxxxxxxxx

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

Have a nice day!

Sincerely,

RE: Offline Address Book error on send/receive

RE: Offline Address Book error on send/receive

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.

Any input or comments in this thread are highly appreciated.

=====
This posting is provided "AS IS" with no warranties, and confers no rights.

Thread-Topic: Offline Address Book error on send/receive
thread-index: AcZRJ3g1vCRRRHR4Tx6qqO4cAsR3vA==
X-WBNR-Posting-Host: 65.29.211.216
From: =?Utf-8?B?QnU3Y2g=?= <Bu7ch@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: Offline Address Book error on send/receive
Date: Sun, 26 Mar 2006 14:48:58 -0800
Lines: 15
Message-ID: <AAB12410-D53C-4BFA-951E-1424F582D565@xxxxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain;
charset="Utf-8"
Content-Transfer-Encoding: 7bit
X-Newsreader: Microsoft CDO for Windows 2000
Content-Class: urn:content-classes:message
Importance: normal
Priority: normal
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.1830
Newsgroups: microsoft.public.windows.server.sbs
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:255706

RE: Offline Address Book error on send/receive

NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

Recently I installed a new SBS 2003 server in an existing Win2k domain

(per

MS kb) and everything seemed to go well even though the original exch organization was named differently from the new (first administrative

org).

After the new server was put in and the old server powered off

send/receive

would produce an error that an object could not be found -- the error

message

points to the offline address book not being able to be downloaded.

I followed a few tips I found and noticed that the Public Folder

properties

in ESM had a blank, greyed out box where the associated Public Folder Associated Tree was listed. Another tip I found said to use adsiedit to change the distinguished name and now that appears correctly. However, the error still exists and I was directed to check the public folder instances

of

the OAB folders in ESM...this is where the problem occurs -- when I click

on

properties ESM hangs up and after a minute or so the store dismounts with

an

error regarding exoledb.dll.

.

RE: Offline Address Book error on send/receive