

RE: Exch mailbox not created during Add User Wizard

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-04/msg01527.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Mon, 10 Apr 2006 10:29:34 GMT
-

Hi Dave,

Thanks for your information. I appreciate your time.

I am sorry for the delayed response due to weekend. Please understand that the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

Please choose Remove to uninstall the Administration component and then install it by Add/Remove programs to see if it helps.

Based on my research, the error code 0x80004002 = MAPI_E_INTERFACE_NOT_SUPPORTED, which means the requested interface is not supported for the object the Add User Wizard is trying to access. The issue may be related to the MAPI provider.

Please let me know if the SBS 2003 server box has applied the SBS 2003 SP1. Have you applied Exchange 2003 SP2? Is the Outlook installed on the SBS server box?

What is version of the file mapi32.dll? Have you another working fine SBS server box? If yes, you can copy the mapi32.dll from the server to the problematic SBS and then reboot the server to see if it helps. If you have not another SBS server box, you can copy the file from installation CD and then test the issue.

I am happy to be of assistance to you.

Have a nice day!

Sincerely,

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

RE: Exch mailbox not created during Add User Wizard

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.
The customer mail content:
=====

Hi Jenny,

I gave it a shot today. I tried running the Email and Internet connection wizard again to reconfigure everything and it was no help.

I also, because I think this has something to do with it, physically removed the unused secondary network card from the server. I believe the server was setup initially thinking they would use the ISA/Firewall feature of SBS. That never turned out to be the case so it was never really used. Both cards were setup on the server initially though. One with IP 192.168.1.5 and the other with IP 192.168.1.6. The 192.168.1.6 is a built in HP card so I kept that one. I had been running with the secondary card disabled for the last several month. All looks to be working fine except this Add User Wizard. After taking out the other card and re-running the E and I connect wizard today, still no luck. I was hoping that would do the trick.

I started to walk through the 2nd item you wanted me to do. That was reinstalling the SBS administrative components. Unfortunately, there is now Reinstall option. Only None and Uninstall options so I stopped.

My thought is that there is still something lingering from the old card that was setup on the server. Perhaps it is messing with the LDAP?

I have saved and zipped the App and System logs per your request.

RE: Exch mailbox not created during Add User Wizard

Thanks much!
Dave

=====

X-Tomcat-ID: 44734259

References: <74DBFB33-1E47-4345-97A7-78AE994261E2@xxxxxxxxxxxxxx>

<DoxIeo6VGHA.2428@xxxxxxxxxxxxxxxxxxxxxx>

<5A7FCFF7-6833-43C4-AA4E-5FB585882526@xxxxxxxxxxxxxx>

<6rRO3#KWGHA.2428@xxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Thu, 06 Apr 2006 02:43:05 GMT

Subject: RE: Exch mailbox not created during Add User Wizard

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

Message-ID: <uWNpWPSWGHA.880@xxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 386

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:258429

NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Dave,

Ok, it is fine. I will wait for you. Please don't hesitate to let me know if you have any further question on the issue. I am glad to help!

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

RE: Exch mailbox not created during Add User Wizard

RE: Exch mailbox not created during Add User Wizard

"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.
The customer mail content:

=====
Thank you for all your help. I will need to find a time on the server I can do this so it will be a few days before this gets done. I'll let you know how it goes.

Thanks!

=====

X-Tomcat-ID: 245749554
References:
<74DBFB33-1E47-4345-97A7-78AE994261E2@xxxxxxxxxxxxxx>

<DoxIeo6VGHA.2428@xxxxxxxxxxxxxx>
<5A7FCFF7-6833-43C4-AA4E-5FB585882526@xxxxxxxxxxxxxx>

MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit
From: v-yanniw@xxxxxxxxxxxxxx ("Jenny wu [MSFT]")
Organization: Microsoft
Date: Wed, 05 Apr 2006 12:51:49 GMT
Subject: RE: Exch mailbox not created during Add User Wizard
X-Tomcat-NG: microsoft.public.windows.server.sbs
Message-ID: <6rRO3#KVGHA.2428@xxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
Lines: 310
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:258249

RE: Exch mailbox not created during Add User Wizard

RE: Exch mailbox not created during Add User Wizard

NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

Hi Dave,

For current situation, let us perform the following tests to see if it helps.

I. Please re-run CEICW (Configuration Email and Internet connection wizard)

to refresh network connection configuration to see if it helps. It is recommended that you refer to the KB 825763 to perform.

825763 How to configure Internet access in Windows Small Business Server 2003

<http://support.microsoft.com/?id=825763>

Note: Please select correct network type and network adapter numbers.

Then please test and let me know the result.

II. Please try to reinstall Administration components of the administration

tool. The detail steps:

0. Before you reinstall those components, I suggest that you do a full backup of server in case any unexpected things, you can restore server.

For

your convenience, I list the Microsoft white paper link:

Backing Up and Restoring Windows Small Business Server 2003

<http://www.microsoft.com/technet/prodtechnol/sbs/2003/maintain/bkuprstr.ms>

p

x

1. Click Start, click Control Panel, and then click Add or

Remove

Programs.

2. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.

3. Click Next to start the wizard.

RE: Exch mailbox not created during Add User Wizard

RE: Exch mailbox not created during Add User Wizard

4. On the Windows Configuration page, click Next.
5. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Network and Administration component

to

reinstall, and then click Next.

6. On the Component Summary page, click Next.
7. Click Finish.

After above steps, rerun the CEICW wizard to refresh network connection configuration again and then test the issue again, what is the result?

If the issue persists, please help me collect the application and system log for further 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?".

I appreciate your time!

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,

RE: Exch mailbox not created during Add User Wizard

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: Exch mailbox not created during Add User Wizard

thread-index: AcZX78po9IDytjkzStutpEyfRl/p6w==

X-WBNR-Posting-Host: 24.118.242.110

From: =?Utf-8?B?RGF2ZQ==?=

<Dave@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

References:

<74DBFB33-1E47-4345-97A7-78AE994261E2@xxxxxxxxxxxx>

<DoxIeo6VGHA.2428@xxxxxxxxxxxxxxxxxxxx>

Subject: RE: Exch mailbox not created during Add User Wizard

Date: Tue, 4 Apr 2006 06:58:03 -0700

Lines: 182

Message-ID:

<5A7FCFF7-6833-43C4-AA4E-5FB585882526@xxxxxxxxxxxx>

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

RE: Exch mailbox not created during Add User Wizard

RE: Exch mailbox not created during Add User Wizard

Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:257980
NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl
10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

Hi Jenny,

I can use the Active Directory Interface to create a mail-enabled user.

No

errors.

I tried to find the mailbox policy in System Polices but I cannot find

it

where you told me to look. I also looked on a different working SBS

that

I

have access to and I don't show anything there per your instructions

either.

Closest thing I can find is if I do a Properties on the SBS Server name.

There is a Polices tab there but, there is nothing listed under it.

I did pull a failed Add User Wizard entry out of the logfile. I will

past

it in here and also email it to you.

One thought I had. I had inherited this SBS so another person had set

RE: Exch mailbox not created during Add User Wizard

this

server up before I got my hands on it. For some reason, he had two NICs

in

it. Each with it's own IP. I since have disabled this extra NIC and am

only

using on. Everything else has been working fine, actually better since

I

did

this. Not sure if the Add User Wizard stopped working around this time

but,

it may have.

#####

Wizard Execution:

Entering the Account Committer...

Creating Mickey Mouse...

Finished with Mickey Mouse...

Creating the mailbox MickeyM...

Failed to get the MailboxStore interface from the user with error

0x80004002.

Failed to create the Mailbox with error [0x80004002].

Leaving the Account Committer...

Entering the Template Committer...

Could not resolve Email Alias in specified time. User Error was

[0x0].

Email Error was [0x8000500d].

Failed to resolve email for user [LDAP://CN=Mickey

Mouse,OU=SBSUsers,OU=Users,OU=MyBusiness,DC=MyChiro,DC=local]

for RUP

Email.

RE: Exch mailbox not created during Add User Wizard

RE: Exch mailbox not created during Add User Wizard

Failed to send Remote Portal Email with error
[0x8000500d].
GetUserEmailAddress:Failed to get the user property for
email address

from

the AD
Failed to query user's email address from the AD, will form
the

useremail

manually
Leaving the Template Committer...
Reverting Template Settings...
Done Reverting Template Settings...
Reverting Account Settings...
Failed to delete the home folder
[\\SBSSERVER\USERS\MickeyM] with

error

[0x5].
Done Reverting Account Settings...
#####

Wizard results:

User account: Mickey Mouse was created with errors and
account was

deleted.

- The Exchange mailbox could not be created.

Thanks,
Dave

""Jenny wu [MSFT]"" wrote:

Hi Dave,

Thanks for using the SBS newsgroup.

For current situation, let us perform the
following tests to resolve

the

RE: Exch mailbox not created during Add User Wizard

issue:

On the SBS server, click Start, click Run, type "dsa.msc" and click

OK.

Expand MyBusiness\Users\SBSUsers, right-click in the right pane and

click

New -> User. Go through the wizard to create a mail-enabled user, do

you

get any error?

Please check if another admin or a 3rd party application has created

an

Exchange mailbox system policy, which could be interfering with the

Add

User Wizard's LDAP query and preventing mailbox creation. To do so:

1. Click Start, point to Programs, point to Microsoft Exchange, and

then

click System Manager.

2. Right-click the <Organization Name (Exchange)> icon at the top of

the

tree (where <Organization Name> is the name that you selected for your Exchange 2003 organization), and then click Properties.

3. Click the Display administrative groups check box. Optionally, you

RE: Exch mailbox not created during Add User Wizard

RE: Exch mailbox not created during Add User Wizard

can

also click the Display Routing Groups check box; however, this is not required to set administrative permissions.

4. Click OK.

5. Restart Exchange System Manager, and then confirm that a new object named "Administrative Groups" is displayed in the left pane.

6. Expand Administrative Groups, and then expand the first

administrative

group.

7. Delete the mailbox policy in System Policies.

8. Restart the Microsoft Exchange System Attendant service.

If the issue still occurs, please send the add_user_wizard.log file in

the

"%Program Files%\Microsoft Windows Small Business Server\Support"

folder

on

the SBS server to me at v-yanniw@xxxxxxxxxxxxxx for analysis.

Hope above information helps! I am happy to be of assistance to you

and

look forward to your reply.

Have a nice day!

Sincerely,

RE: Exch mailbox not created during Add User Wizard

12

RE: Exch mailbox not created during Add User Wizard

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

RE: Exch mailbox not created during Add User Wizard

13

RE: Exch mailbox not created during Add User Wizard

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: Exch mailbox not created during Add User Wizard
thread-index: AcZXMNIPYMVV99RATpSxv8JsGMlrdA==
X-WBNR-Posting-Host: 69.2.241.201
From: =?Utf-8?B?RGF2ZQ==?=<Dave@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: Exch mailbox not created during Add User Wizard
Date: Mon, 3 Apr 2006 08:11:02 -0700
Lines: 14
Message-ID: <74DBFB33-1E47-4345-97A7-78AE994261E2@xxxxxxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain; charset="Utf-8"
Content-Transfer-Encoding: 7bit
X-Newsreader: Microsoft

RE: Exch mailbox not created during Add User Wizard

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:257710
NNTP-Posting-Host:
TK2MSFTNGXA01.phx.gbl
10.40.2.250
X-Tomcat-NG:
microsoft.public.windows.server.sbs

When using the Add User
Wizard to add users to my
SBS, the user

account

gets

created but the mailbox
creation fails. I get the
following error:

The wizard could not
successfully configure this
user account. The
following could not be
completed: – The Exchange
mailbox could not be
created. Do you want to
keep this user account?

Don't see any errors in the
Event log. It was working
fine several

months

ago. I can go into Active
Directory Users and
Computers and add the

RE: Exch mailbox not created during Add User Wizard

15

RE: Exch mailbox not created during Add User Wizard

mailbox

using Exchange Tasks after
the fact. It would be nice
though if it

all

worked in one shot though.

Any ideas?
Thanks...