

Re: SBS 2003 New user does not appear in Public mail group.

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg01316.html>

- *From:* "Haakon Johnsen" <haakon.johnsen@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 8 Jun 2006 19:45:49 +0200
-

Troubleshooting list:

- 1) OK
- 2) OK
- 3)(Not in list !)

If there is no Recipient Update Services (domain) item, please manually create it and then rebuild it.

--->> Created – rebuilt – It works, Thank you Jenny!!

Sincerely
Haakon

""Jenny wu [MSFT]"" <v-yanniw@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:q7Cmz5viGHA.4528@xxxxxxxxxxxxxxxxxxxxxx

Hi Haakon,

Thanks for your information.

For current situation, let us perform the following test to trouble shoot the issue:

1. Please manually rebuild the Recipient Update Service (Enterprise Configuration) and Recipient Update Services (domain). You can refer to

the

steps:

- 1) In Exchange System Manager, expand Recipients, Recipient Update

Services.

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- 2) Right click Recipient Update Service (Enterprise Configuration), click Rebuild
- 3) Repeat step 2) for "Recipient Update Services (domain)".
- 4) In Exchange System Manager, expand Recipients, Recipient Policies.
- 5) Right click this Recipient Policy, and click Apply the policy now.

If there is no Recipient Update Services (domain) item, please manually create it and then rebuild it.

2. Please check if these new users exist in the GAL. You can do as

follows:

- 1) Open Exchange System Manager, navigate to node Recipients -> All Global Address Lists -> Default global address list.
- 2) Right click it to open its Properties page, Click Preview button to double check if these new users can be shown here.
3. What is the version of the Outlook? Is it outlook 2003? Does it work under cached mode? Please try to disable cached mode to see if it helps. You can do as follows:

Open Outlook, click Tools, click Options, click the Mail Setup, click

Email

Accounts, select "View or change existing email account", click Next, in Exchange server settings page, please ensure input the correct server name of the exchange server and set the option "use cached Exchange mode" as Unselected. And close Outlook and reopen it to test the problem.

4. Could you help me capture a screen shot of the symptom when users try

to

send emails to these new users? Where they can not show up (is member of the default distribution group, but does not show up there, if somebody

else

wants to send mail to him.)?

5. When creating a new user account with add user wizard, you will see a dialog box which prompts you to create the mailbox for the user. Can you see this dialog box and finish other steps?

I appreciate your time.

Have a nice day!

Re: SBS 2003 New user does not appear in Public mail group.

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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.

Any input or comments in this thread are highly appreciated.

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

The customer mail content:
=====

Hi Jenny – at last here are the logs you requested, some zipped because of their size.

The proc upgrade was in the existing server and should work in sbs 2003 enviroment. (The model supported / was orderd with two processors – but Dell mistakely delivered it with only one proc.)

I have also tried what you suggested in your mail.

Sincerely

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Haakon

=====

X-Tomcat-ID: 147642219

References: <##EzDo7ZGHA.4424@xxxxxxxxxxxxxxxxxxxxxx>

<4qwxl4BaGHA.1232@xxxxxxxxxxxxxxxxxxxxxx>

<eKed6oCaGHA.3532@xxxxxxxxxxxxxxxxxxxxxx>

<DX2n\$6FaGHA.5300@xxxxxxxxxxxxxxxxxxxxxx>

<#f5SoADhGHA.3424@xxxxxxxxxxxxxxxxxxxxxx>

<\$Db4onJhGHA.4688@xxxxxxxxxxxxxxxxxxxxxx>

<#j#1ORPhGHA.1264@xxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

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

Organization: Microsoft

Date: Thu, 01 Jun 2006 09:14:34 GMT

Subject: Re: SBS 2003 New user does not appear in Public mail group.

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

Message-ID: <x7ZIOvVhGHA.5608@xxxxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 208

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.server.sbs:272192

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

Hi Haakon,

Thanks for your information. I am back now and I am sorry for bring inconvenience for my leaving.

I. Please let me know how you upgrade the server from one processor to

two

Intel Xeon processors. Do you mean you first backup the SBS server on one machine with one processor and then store SBS server backup file to

another

machine with two processors? If you performed like that, the SBS server will not run properly. It is not supported that we store the SBS server

to

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different hardware with different processor number. You can check the detail information in how to backup and restore SBS 2003 document:

<http://download.microsoft.com/download/b/d/8/bd8e1a40-d202-429a-8eb7-26300d>

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2bcc9/BKU_BkupRstr.doc

II. Please also perform test as follows to check if it is Recipient

Update

Service (RUS) issue. The steps:

1. Rebuild both Enterprise and domain RUS within ESM, and then click

Update

Now, and then check if the e-mail addresses are stamped successfully on

the

new user and test to see if you can send e-mail to the new mailbox successfully this time.

In Exchange System Manager, go to Recipients -> Recipient Update

Services.

Right-click each item in the right pane and select Rebuild. Then, please right-click each time again to select Update Now.

2. Check the following configuration.

In Exchange System Manager, go to Recipients -> Recipient Update

Services.

Right click on each item in the right pane and click Properties. On the General tab, please make sure the Exchange server and DC specified are available. And then please double check the exchange server and DC is correct. Then please test to see if the new user can display in Global address book list. If the issue persists, please help me collect a screen shot of the symptom. And send to me for analyze.

III. Please help me collect the following information for further analyze the issue:

1. Please save me the application and System log files in .evt format and

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send to me.

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?".

2. Please compress the following logs and send to me. My working mailbox is: v-yanniw@xxxxxxxxxxxxxx:

a. add_user_wizard.log file under the folder: %Program Files%\Microsoft Windows Small Business Server\Support

b. C:\Windows\svcpack.log.

c. C:\Windows\KB885918.log

d. C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs

I appreciate your time and cooperation. We are glad to help.

Have a nice day!

Sincerely,

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

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From: "Haakon Johnsen"

<haakon.johnsen@xxxxxxxxxxxxxxxxxxxx>

References:

<##EzDo7ZGHA.4424@xxxxxxxxxxxxxxxxxxxx>

<4qwxl4BaGHA.1232@xxxxxxxxxxxxxxxxxxxx>

<eKed6oCaGHA.3532@xxxxxxxxxxxxxxxxxxxx>

<DX2n\$6FaGHA.5300@xxxxxxxxxxxxxxxxxxxx>

<#f5SoADhGHA.3424@xxxxxxxxxxxxxxxxxxxx>

<\$Db4onJhGHA.4688@xxxxxxxxxxxxxxxxxxxx>

Subject: Re: SBS 2003 New user does not appear in Public mail group.

Date: Wed, 31 May 2006 22:53:41 +0200

Lines: 87

X-Priority: 3

X-MSMail-Priority: Normal

X-Newsreader: Microsoft Outlook Express 6.00.2800.1807

X-MimeOLE: Produced By Microsoft MimeOLE

V6.00.2800.1807

Message-ID:

<#j#1ORPhGHA.1264@xxxxxxxxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

NNTP-Posting-Host: 216-41-75.0510.adsl.tele2.no
193.216.41.75

Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.server.sbs:272069

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

After installing SBS2003 SP1 , Addusers fail to run:

1) / 3) , In Event Viewer,Event ID 1000 category 100 failing

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program
addusr.exe, version 5.2.2651,0 faulting module unknown,
version 0.0.0.0
fault address 0x084a9088.. (When I tried to create new user
via sbs add

user

wizard.)

2) Old users is ok, in global adress book. All users are
members of

global

distr. group.

3) added a test user via AD domain users and computers (I
know this is

not

the righth way in sbs – but because of the new addusr.exe
problem I had

to

do

it this way.
The user did not show up in global adress list.(but is
member)

In my opinion the problems came when the server was
upgradet from one to

two

Intel Xeon processors.

The server is an Dell Server PE–SC1420 with two Intel
Xeon Cpu's 2,8 Ghz
1 Gb Ram

Asset Tag: B867F1J

Haakon

"Steven Zhu [MSFT]"

Re: SBS 2003 New user does not appear in Public mail group.

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<v-stezhu@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:\$Db4onJhGHA.4688@xxxxxxxxxxxxxxxxxxxxxxxx

Hi Haakon,

Thanks for your new information.

My name is Steven; I understand you are now working with Jenny.

However,

Jenny is not in the office. In order to resolve this issue in a timely manner, I will continue work in the original thread to provide further assistance on this issue.

Based on current information, Please help me collect the following information in order to narrow down this issue:

1. Please let me know whether you receive any error message in the

Event

Viewer, if so, please provides the Event ID for the further analysis.

2. Please let me know whether this issue occurred on all mailbox

enable

users.

3. Please create the new mailbox enable user account and the new distribution group, then add this user to the new distribution group,

does

this issue disappear?

4. Can you remember when the issue first appeared and what changes you

made

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on the Exchange server recently that might cause the problem?

Please let me know the above information so that I can provide the

further

assistance on this issue. I am looking forward to your reply.

Thanks and have a great day.

Best Regards,

Steven Zhu
MCSE
Microsoft Online Partner Support
Get Secure! – www.microsoft.com/security

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PLEASE NOTE the newsgroup SECURE CODE and PASSWORD were updated on February 14, 2006.? Please complete a re-registration

process

by entering the secure code mmpng06 when prompted. Once you have entered the secure code mmpng06, you will be able to update your

profile

and access the partner newsgroups.

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that others may learn and benefit from this issue.

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