

RE: Cannot open shared calendars in MS Outlook 2003 on SBS 2003

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg02230.html>

- *From:* v-chacez@xxxxxxxxxxxxxx (chace zhang)
 - *Date:* Wed, 14 Jun 2006 05:27:28 GMT
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Hi Colin,

Thanks for posting here.

According to your description, I understand you can not share the calendar right now.

In order to isolate this is a server side issue or client side issue, please perform the following tests:

1. Please firstly install Service Pack 2 (SP2) for Office 2003.

To download the Office 2003 SP2, please visit following link:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=57e27a97-2db6-4654-9db6-ec7d5b4dd867&DisplayLang=en>

2. Please test Outlook in the Safe Mode. The Safe Mode will disable all add-ins or extensions that will not start, or a corrupted resource, file, registry, or templates.

Click Start-->Run, type "Outlook /Safe" (Quotation marks are not included and there is a space between Outlook and /safe) and press Enter.

3. Please refer to the following Knowledge Base articles to create a new profile in Outlook to see whether the issue persists.

829918 How to create a new e-mail profile in Outlook 2003

<http://support.microsoft.com/?id=829918>

Based on my experience this issue is most likely due to MAPI permissions corrupt in server-side as creating a new mailbox will take care of the issue for a while. However, since the permissions will be corrupt again after a period of time, it seems that there are third-party programs running on your SBS 2003 server may damage MAPI permissions in your Exchange Mailbox Store, such as file-level antivirus program scan the following folders in exchange server..

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Please double check the following folders are excluded from application scan list.

1. Exchange databases (default location: Exchsrvr\Mdbdata)
2. Exchange MTA files (default location: Exchsrvr\Mtadata)
3. Exchange temporary files: Tmp.edb
4. Additional log files (default location: Exchsrvr\server_name .log)
5. Virtual server folder (default location: Exchsrvr\Mailroot)
6. Site Replication Service (SRS) files (default location: Exchsrvr\Srsdata)
7. Internet Information Service (IIS) system files (default location: \Winnt\System32\Inetsrv)
8. Working folder for message conversion .tmp files. (default location: Exchsrvr\Mdbdata)

For further test, you can temporarily remove the application to verify this issue.

328841 XADM: Exchange and Antivirus Software
<http://support.microsoft.com/?id=328841>

Note: these articles also apply for Exchange 2003

Please create two testing accounts to double check the issue:
To share calendar in Outlook 2003, you should do the following steps:

1. In Calendar, in the Navigation Pane, click the "Share My Calendar" link.
2. If you want to allow anyone to access your Calendar:

- 1) In the Name box, click Default.
- 2) Under Permissions, in the Permission Level list, click the permission level that you want. You can create custom permissions by selecting the check boxes and options under Permissions.
3. If you only want some users to access your Calendar:

- 1) Click Add.
- 2) In the Add Users dialog box, in the Type Name or Select from List box, enter the name of the person whom you want to grant sharing permissions to.
- 3) Under Add Users, click Add, and then click OK.
- 4) In the Name box, click the name of the person you just added.
- 5) Under Permissions, in the Permission Level list, click the permission level that you want. You can create custom permissions by selecting the check boxes and options under Permissions.

Important: If you select the Private check box on a Calendar item, do not grant Read permission to your Calendar folder to anyone whom you do not want to see private items. A person who is granted Read permission to access your folders could use programmatic methods or other e-mail applications to view the details in a private item.

For information regarding Outlook permissions, you can refer to Outlook

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2003 Help and search for "Folder Permissions"

To open the shared calendar on another Outlook 2003 computer:

1. In Calendar, click Open a Shared Calendar.
2. To select another person's name from the address book, click Name or type the name in the Name box.
3. The new calendar will appear to the side of any calendar already in the view.

In addition, If you create the calendar in personal folder, other users can not see the content.

Please tell me the error message during access sharing calendar word for word. And check is there any error event about calendar or public folder in application log on your SBS Box.

I hope the information above is helpful.

Should you have any questions or concerns, please feel free to let me know. I'm happy to be of assistance.

Have a good day!

Best Regards,

Chace Zhang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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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

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check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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