

RE: Sending mail from a Public Folder (first timer) PLEASE Help...

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg00922.html>

- *From:* JDinOH <JDinOH@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 6 Jan 2007 22:49:00 -0800
-

Would the solution be different if there was also a need to provide access to all of the archived / legacy e-mail and responses from this address, which is currently a POP3 account and share everything including the ability for 6 users (including one that is off-site) to view all of the mail, new and old, and responses, and any user be able to respond to incoming mail, with the current and future responses also available?

Also, where would the best place be to look for detailed instructions on configuring public folders in relation to e-mail.

Thanks

JD

"chace zhang" wrote:

Hi,

Thank you for posting here. I'm sorry for the delayed response due to high volume cases today. Please understand our goal is to provide 24 hours response for all questions

From your post, I understand that you want to send email from public folder. If I'm off base, please do not hesitate to let me know.

Unfortunately, we can not send mail from a mail enabled public folder, as it does not maintain a real mailbox, it's just a SMTP address.

To work around your question, we can create an additional mailbox as sales@xxxxxxxxxx, and share the mailbox to other users.

Based on my experience and further tests, we have two methods to grant Mailbox permission to other users. One is to add the user you want to give the permission in the Delegates list and then set the permissions in every folder you want to share in Outlook client. Another is to set the permissions in the Active Directory Users and Computers. However, we can

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only use the latter method to set the "Full Mailbox Access" permission but not the limited permissions such as only "Read" or "Write", since the properties of Exchange mailbox is completely controlled in the Exchange storage but not the Active Directory.

Please perform the following steps to achieve your goal:

Method 1:

1. Log on as the account who wants to share his Inbox. Launch Outlook to open this mailbox.
2. Right-click the root folder (Mailbox---user) and then click Properties.
3. On the Permissions tab, click Add to add the user, to whom you would like to grant permissions to access the shared Inbox.
4. Give the user Reviewer permissions. Click OK.
5. Right-click the Inbox folder and then click Properties.
6. Give the Reviewer permissions to the same user you added in the Step3. Click OK.
7. On another client, logon as the user you added in the Step3.
8. Launch Outlook and open the user's mailbox. Click Tools->E-mail Accounts.
9. Select View or change existing e-mail accounts and then click Next.
10. Select Microsoft Exchange Server and then click Change.
11. Click More Settings.
12. On the Advanced tab, click Add to add the user who shares his Inbox.
13. Click OK->Next->Finish
14. Now, in the folder list, you can see a root folder similar to the following:
Mailbox - User Name.
15. Expand this folder and check if we can access the Inbox folder now.

You also can perform the following steps to share mailbox.

1. Logon outlook as a user who wants to share folder.
2. Locate Tools---Options-----Delegates tab.
3. Add another user, and give the correct permission to share Inbox.
4. Logon the shared user, File-Open---Open Other user's folder, or create a shortcut.

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For more detailed information, please refer to the following Knowledge Base article:

291626 How to Manage Multiple Exchange Mailbox Accounts
<http://support.microsoft.com/?id=291626>

Method 2

1. Start Active Directory Users and Computers.
2. On the View menu, ensure that the Advanced Features check box is selected.
3. Double-click the share user account.
4. On the Exchange Advanced tab, click Mailbox Rights.
5. Click Add, click the userA, and then click OK.
6. In the Permissions list, click Allow next to Full Access, and then click OK.
7. Click the Security tab.
8. Click Add, click the userA, and then click OK.
9. Click to select the Allow check box next to Send As & Receive As in the Permissions list.
10. Repeat the above steps for userB.
11. Configure Outlook profile for the shared mailbox with the userA and userBs" credential respectively.
12. You can add the subfolders under contact and calendar in the Share mailbox.

Note: These folders can be accessed by both of the two users.

If anything in my email is unclear, please feel free to let me know. I am happy to assist you and look forward to hearing from you.

Best Regards,

Chace Zhang (MSFT)

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<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

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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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| Thread-Topic: Sending mail from a Public Folder (first timer) PLEASE Help...
| thread-index: AccIV2LsvL1NSHDyRYaHI3Mkv7AzZQ==
| X-WBNR-Posting-Host: 81.131.37.96
| From: =?Utf-8?B?TGVIIFRheWxvcg==?= <LeeTaylor@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Sending mail from a Public Folder (first timer) PLEASE Help...
| Date: Tue, 14 Nov 2006 17:43:01 -0800
| Lines: 11
| Message-ID: <DC3503B9-7EAA-4F21-B64D-A81971271ED5@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:312726
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
| X-Tomcat-NG: microsoft.public.windows.server.sbs
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| Does anyone have or know of quick, easy to follow instructions on how to send
| email from Outlook clients via a Public Folder address.
|
| I want to be able to send and receive sales@ email from a single public
| folder where 4 users are watching.
|
| Thanks for any help, I am pulling my hair out here..

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| Lee
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