

Re: CONTACTS LOST !

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-04/msg01720.html>

- *From:* "Dave Nickason [SBS MVP]" <gwdibble@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 11 Apr 2007 12:51:47 -0400
-

I've had similar weird issues with Cached Exchange Mode. For example, I created a public folder calendar. One user's entries could only be seen in his own Outlook profile, while everyone else had the expected experience. What ended up fixing it was deleting his OST file, then restarting Outlook and letting it re-synchronize to a new OST.

BTW, based on some experiences like that one, I no longer recommend trying to repair OSTs. It's easier and more reliable to recreate them, and takes about the same time.

If you decide you want to use Cached mode, I recommend deleting the existing OST and letting Outlook create a new one. I'd do this in one profile only, to minimize the work if you get the same bad experience. For client PCs that are always connected to the LAN, I'm not sure you get much benefit from cached mode, other than if the SBS is down for some reason.

"duke" <duke@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:A64980AB-408B-4509-84FB-DAB155205091@xxxxxxxxxxxxxxxxxxxx

Ok, i may have a temporary workaround. Exiting outlook and switching the cached mode off from within mail settings (then going back into outlook) allowed me to copy the contacts from the failure folder back to contacts...
and it all synced up. No changes or recovery was needed in the server. Contacts added in owa and cell phones also now sync up. I have not turned cache back on to see if it rolls ok, but I will post a follow up.

If anyone knows why i have had this error please let me know. Thanks for all your help!

"duke" wrote:

with any of these users, adding a contact inside of Outlook is the only way to keep it from a server error. Adding a contact via OWA or cell phone (push) results in the sync -> server failure error.

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"duke" wrote:

ok, it looks like i am having this problem with any newly created user.
Created a test account via manual creation in AD and another via the "Add User" wizard. Then I went to OWA and added test contacts for both users.
Then i logged into our home network as each user, and set them up on Outlook.
Both users had their contacts in the same sync error --> 'server failure' folder. This is only happening with new users.

"duke" wrote:

I have tried all three methods, and none seem to be getting me anywhere.

1. Tried PFDA. I am a novice at this program but followed directions and no deleted folders were shown.
2. Tried OWA, when logged in as the user with lost contacts, put in the new link. Login prompt comes up. Tried it as admin and the user. Every time i tried it i got a "page cannot display" error.... I'm assuming this is because there is no deleted folders.
3. tried the mfc. what profile should i log in under? when i log in as the user with lost contacts, i get an error when trying to access their store. Is there a permission that must be granted to access this?

I dont think these items have been deleted.

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They are in the sync error folder under server error. This happened to four users on the same day while setting up their exchange access in Outlook.

Another detail. ONE of the users has been trying to add contacts. Each time they add one, the contact disappears and reappears in the sync error folder.

"Susan Bradley, CPA aka Ebitz – SBS Rocks" wrote:

Problem recovering deleted public folder:
<http://www.ureader.com/message/1444197.aspx>

Were this in a public folder?

duke wrote:

yes, ctrl+6 did bring up all the folders, under which i checked the "sync issues" folder. Inside of it was a folder labeled "server failures". Inside of this folder was all of the contacts, greyed out.

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I can click
and view
the
contact
inside of
this failure
folder, but
cannot
move it.
When
trying to
click drag
them to the
actual
contact
folder i get
an error
from
outlook
"Can't move
the items.
The item
could not be
moved. It
was
either
already
moved, or
deleted, or
access was
denied."
Then, it
files the
'move' i
attempted in
the server
failure list!
(outlook
2003). It
appears to
be
filing each
contact as a
'failure'
according to
the day it
was
actually
created by
the user. So,
a contact

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created on
April 23 is
listed
as a server
failure on
that day.
What is
going on
here!

"Dave
Nickason
[SBS
MVP]"
wrote:

I
can't
think
of
anything
that
would
cause
this,
although
a
google
search
for
"outlook
contacts
disappear"
gives
a
good
number
of
results.

I
would
log
into
one
of
the
Outlook

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profiles
and
give
a
good
look
for
anywhere
these
contacts
could
have
gone.
Auto-archive
could
make
them
"disappear,"
although
you
wouldn't
think
it
would
want
to
auto-archive
immediately
upon
creation
of
the
Outlook
profile.
In
Outlook,
if
you
hit
ctrl+6,
it'll
show
you
the
folder
list
in
the
navigation
pane.
At

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the
top
level,
you'll
have
the
Mailbox,
and
at
the
bottom,
Public
Folders.
Is
there
anything
else
in
there

–
any
PST's,
personal
folders,
Archive
folders,
etc?
If
so,
can
you
find
the
missing
contacts
there?

Another
thing
to
check
is
Views.
Make
sure
you're
not
using
a
Filtered
view

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or
anything
like
that.
Inability
to
see
the
contacts
in
OWA
argues
against
this,
but
it's
worth
a
second
to
check.

And
Rules.
Again
unlikely,
but
worth
a
look
–
is
there
any
rule
that
applies
to
Contacts
that
could
have
moved
them?

"duke"
<duke@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message

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news:8274A73B-7DC8-4307-9182-2D83C6CEF08A@xxx

yes
email
is
intact,
along
with
calendar.
the
4
users
did
not
use
the
task
feature.

Steps
I
went
through:

1.
Remoted
into
the
desktops
of
the
users
at
that
office.
2.
Joined
their
computers
to
the
domain
3.
set
up
outlook
to
join
our
exchange

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server
4.
let
it
run.
5.
Contacts
lost.

I
did
have
one
user
of
the
four
who
had
his
Outlook
set
up
to
recieve
email
through
http,
and
their
outlook
settings
did
not
have
encryption
required,
not
sure
if
that
makes
any
difference
but
I
wanted
to
include
everything.

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All
other
settings
are
the
same.

"Dave
Nickason
[SBS
MVP]"
wrote:

Are
the
rest
of
the
mailbox
items
intact
(e-mails,
etc.)?

"duke"
<duke@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
news:EDC36FF6-C7D5-404E-96E8-E629

those
were
great
suggestions
but
I
believe
this
may
be
a
more
complex
issue.
They

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had
never
been
set
up
to
work
with
outlook
before,
so
there
is
no
pst
or
items
to
recover
locally.
They
had
been
accessing
their
email
through
outlook
web
access
and
through
their
phones,
so
all
data
had
been
stored
in
exchange
directly
on
the
server
with
no
local
copy.
I

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crosschecked
all
settings
on
a
working
PC
in
the
home
office
and
they
are
the
same.

"Dave
Nickason
[SBS
MVP]"
wrote:

Two
things
come
right
to
mind.
Hopefully,
the
remote
Outlook
clients
connecting
over
VPN
are
incorrectly
configured
to
store
mailbox
items
in
a
PST
file,
rather

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than
in
the
Exchange
Server
mailbox.
If
that's
the
case,
they're
all
sitting
in
PST
files
on
the
remote
computers.
You
can
easily
check
that
in
CP
->
Mail
by
clicking
to
view
or
change
existing
e-mail
accounts.
See
if
Exchange
Server
is
set
to
store
messages
in
the
mailbox
or

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in
a
personal
folder.
If
the
latter,
change
it.
Then
log
into
Outlook
and
use
the
Folder
List
to
drag
items
from
the
PST's
Contacts
folder
back
into
the
Mailbox's
Contacts
folder
(you'll
have
to
do
this
for
all
the
items,
not
just
Contacts).
Then
r-click
and
close
the
PST.

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The
second
possibility
is
that
the
contacts
were
somehow
accidentally
deleted,
in
which
case
they
are
hopefully
in
either
the
Deleted
Items
folder
or
Deleted
Item
Recovery.
To
check
the
latter,
while
viewing
the
Deleted
Items
folder
in
Outlook,
click
Tools
->
Recover
Deleted
Items.
Failing
that,
try
it
while
viewing

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Contacts.

"duke"
<duke@xxxxxxxxxxxxxxxxxxxx>
wrote
in
message
<news:63D66BDF-6D02-491>

Ok,
we
have
a
sbs
running
exchange
with
push
email.
I
have
a
remote
site
with
several
employees.
They
had
been
using
our
company
email
through
owa
and
email
pushed
to
their
phones.

Last
week
we
connected
them
to

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our
office
via
VPN.

Today
I
connected
their
PC's
to
our
network
and
set
them
up
to
connect
to
Exchange
via
their
Outlook
(2003)
client.

Everything
worked
perfectly,
except
their
contacts
were
wiped
out!
4
people
lost
all
contacts
from
their
store,
even
syncing
up
with
their
cell
phones

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and
wiping
out
the
contacts
stored
there.
No
contact
info
when
accessing
through
owa,
outlook,
or
cell
phones.
WHAT
HAPPENED!
can
this
be
fixed?
how
can
i
look
to
see
if
their
local
contacts
are
still
stored
on
our
server.
PLEASE
HELP!

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