

# New User Not in GAL, Recipient Policy Not Applied

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- *From:* "spm" <nospam@xxxxxxxxxxxxxxxxxxxxxx>
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SBS 2003 R2 + SP2.

I have added a couple of new users (using the Add a User wizard), but I can't get either of them to appear in the GAL, nor will the default recipient policy add its defined addresses to the users.

When I display a preview of the default GAL in ESM the new users appear as they should, but they don't appear in the Offline Address Lists on client machines (and I am unable to create an Exchange account in Outlook 2003 or 2007 for either new user as a result).

I have tried applying the default recipient policy, performing an 'update now' on the RUS, rebuilding the offline address list in ESM and having Outlook clients download the address list, but to no avail – the users still don't receive the recipient policy's email addresses, and the users remain absent from the GAL.

Can anyone help? TIA.

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Regards,  
Steve.

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