

Re: How can I change default language to English for NDR

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg02608.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Mon, 18 Jun 2007 03:25:31 GMT
-

Hi Rafael,

I am sorry for the delay due to the weekend.

After deep research, I'd like to provide the following suggestion:

If a MAPI agent logs on to a user's mailbox, the logon will change the MAPI property PR_LOCALE_ID on the information store to the language used by the MAPI agent. While the locale ID will be changed back when the user logs on, this can cause problems in the interim, as warning messages sent by Exchange will be sent in the language specified by PR_LOCALE_ID. For example, a mailbox storage limit warning or an NDR would be generated in a different language than the user understands or prefers.

There is no way to prevent a MAPI logon from changing the PR_LOCALE_ID to the language specified by the profile used to log on. If all the clients are using a Spanish version of Outlook and have their language settings and profile set to Spanish, they will receive NDR and DSN generated messages in Spanish. Therefore, the workaround is to use a profile configured for the English language of the mailbox your agent is going to log on to.

To resolved this:

1. In the Windows XP standard Start menu, click Start, and then click Control Panel.

In the Windows XP classic Start menu, click Start, click Settings, and then click Control Panel.

2. Double-click "Regional and Language Options".

3. Click on the "Advanced" tab

4. Under "Language for Non-Unicode Programs", click the drop down arrow and choose the foreign language that you installed for the keyboard layout.

5. This may prompt you for the cd stating that the files for this are

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already installed and asking if you want to keep the current files or reinstall them from a cd

6. Click "yes" to keep the current files.

7. Reboot

8. Open Outlook. And Outlook should now acknowledge the English language that you chose.

For more details on MUI, you may refer to this website:

Frequently Asked Questions for Windows Server 2003, Windows XP & Windows 2000 MUI

<http://www.microsoft.com/globaldev/DrIntl/faqs/muifaq.msp#MUIques6>

Please also create a new profile for the user:

For more information, please refer to

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

<http://support.microsoft.com/kb/829918>

I am looking forward to hear from you.

If you need further assistance, please don't htsitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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=====

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different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

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Any input or comments in this thread are highly appreciated.

=====

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<From: "Rafael R" <NOSPAM@xxxxxxxxxxx>
<References: <uEUokvQrHHA.1208@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<rGq\$C9WrHHA.2300@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<#k0j1fbrHHA.5092@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<emRkxvcrHHA.4100@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<eHyMzLnrHHA.1800@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<O5g\$LxnrHHA.2368@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<oB85gS0rHHA.3656@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: Re: How can I change default language to English for NDR
<Date: Fri, 15 Jun 2007 18:47:31 +0200
<Lines: 499
<X-Priority: 3
<X-MSMail-Priority: Normal
<X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
<X-RFC2646: Format=Flowed; Original
<Message-ID: <e6kIU02rHHA.1172@xxxxxxxxxxxxxxxxxxxxxxxxxx>
<Newsgroups: microsoft.public.windows.server.sbs
<NNTP-Posting-Host: 86.red-81-45-245.staticip.rima-tde.net 81.45.245.86
<Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:44271
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<Thanks a lot. I'll take you up on your offer.
<
<"Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxxxxxxxx> escribió en el mensaje
<news:oB85gS0rHHA.3656@xxxxxxxxxxxxxxxxxxxxxxxxxx
> Hi Rafael,
>
> Thanks for updating.
>
> From you description, the NDR is English only when the sender in from
> Internet. The internal NDR is still Spanish.
>
> We are doing research on this issue and will let you know the result as
> soon as possible. Thanks for your understanding.
>
> If you want to modify the text of NDR, please need a tool named mdbsz

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- ◇ utility.
- ◇
- ◇ 1. Stop the Exchange Services
- ◇ 2. Make a copy of the mdb.sz.dll file in the \exchsrvr\bin directory for
- ◇ bbackup
- ◇ purposes
- ◇ 3. Launch the mdb.sz utility
- ◇ 4. Select file\open\ and choose the mdb.sz file
- ◇ 5. Go to view\find and enter the text you desired.
- ◇ 6. When it scrolls to that line, double click it
- ◇ 7. In the text box, modify the text as you wish
- ◇ 8. Save and exit
- ◇ 9. Restart the Exchange Services
- ◇
- ◇ Please e-mail to me at v-robelt@xxxxxxxxxxxxx with subject: 39562342- How
- ◇ can I change default language to English for NDR
- ◇ and I will send the tool to you.
- ◇
- ◇ I am looking forward to hear from you.
- ◇
- ◇ If you need further assistance, please don't hesitate to let me know.
- ◇
- ◇ Best regards,
- ◇
- ◇ Robert Li(MSFT)
- ◇
- ◇ Microsoft CSS Online Newsgroup Support
- ◇
- ◇ Get Secure! – www.microsoft.com/security
- ◇
- ◇ =====
- ◇
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- ◇
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- ◇
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- ◇
- ◇ Any input or comments in this thread are highly appreciated.
- ◇

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- ◇

◇ -----

- ◇ <From: "Rafael R" <NOSPAM@xxxxxxxxxx>
- ◇ <References: <uEUokvQrHHA.1208@xxxxxxxxxxxxxxxxxxxxxxxx>
- ◇ <rGq\$C9WrHHA.2300@xxxxxxxxxxxxxxxxxxxxxxxx>
- ◇ <#k0j1fbrHHA.5092@xxxxxxxxxxxxxxxxxxxxxxxx>
- ◇ <emRxxkvcrHHA.4100@xxxxxxxxxxxxxxxxxxxxxxxx>
- ◇ <eHyMzLnrHHA.1800@xxxxxxxxxxxxxxxxxxxxxxxx>
- ◇ <Subject: Re: How can I change default language to English for NDR
- ◇ <Date: Thu, 14 Jun 2007 14:03:56 +0200
- ◇ <Lines: 357
- ◇ <X-Priority: 3
- ◇ <X-MSMail-Priority: Normal
- ◇ <X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
- ◇ <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
- ◇ <X-RFC2646: Format=Flowed; Original
- ◇ <Message-ID: <O5g\$LxnrHHA.2368@xxxxxxxxxxxxxxxxxxxxxxxx>
- ◇ <Newsgroups: microsoft.public.windows.server.sbs
- ◇ <NNTP-Posting-Host: 86.red-81-45-245.staticip.rima-tde.net 81.45.245.86
- ◇ <Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
- ◇ <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:43927
- ◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs

- ◇ <
- ◇ <Thanks for this, I can only say 10 out of 10 for your knowledge.
- ◇ <
- ◇ <I've been running some tests this morning and all you said works. This
- ◇ <"patch" works when emails are sent from an external source, so my
- ◇ Exchange
- ◇ <Server talks English when dealing with the external world. Thats what I
- ◇ was
- ◇ <looking for, but I was only testing locally, in the office, and it still
- ◇ <sends the emails in Spanish. So I took for granted that it did not work.
- ◇ <
- ◇ <So now the postmaster sends the response externally in English. And in
- ◇ the
- ◇ <office the errors are reported via the System Administrator in Spanish.
- ◇ This
- ◇ <seems to be different from SBS 4.5 Exchange 5.5.
- ◇ <
- ◇ <So just one last thing, I tested a non-existing email on my server and

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◇ got
◇ <the message:
◇ <This is an automatically generated Delivery Status Notification.
Delivery
◇ to
◇ <the following recipients failed. testing@xxxxxxxxxxx
◇ <
◇ <Can I make this text expand a bit as to why it failed, like saying that
◇ it's
◇ <an unknown user.
◇ <
◇ <Many Thanks again for your efforts and the extra information on the
◇ language
◇ <of the OWA, that would probably have been a question I would have made
in
◇ <the future.
◇ <
◇ <Cheers,
◇ <Rafael
◇ <
◇ <
◇ <
◇ <"Robert Li [MSFT]" <v-robli@xxxxxxxxxxxxxxxxxxxxxx> escribió en el
mensaje
◇ <news:eHyMzLnrHHA.1800@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
◇ ◇ Hi Rafael,
◇ ◇
◇ ◇ Thanks for updating.
◇ ◇
◇ ◇ I tested on my machine, this works, please strictly take the following
◇ ◇ steps:
◇ ◇
◇ ◇ For DSN and NDR:
◇ ◇ =====
◇ ◇ The language DSNs and NDR are generated in defaults to default locale,
◇ ◇ CodePage_ID(CPID) or language of the exchange server. If this is
◇ ◇ english,
◇ ◇ the DSNs are generated in English (Windows-1252 or ISO-8859-1).
◇ ◇
◇ ◇ If the recipients are users pure MIME users on the internet, they will
◇ get
◇ ◇ the DSN or NDR "AS IS" in the language it was generated in, however if
◇ the
◇ ◇ recipients are MAPI
◇ ◇ users, for example, Outlook, the DSN or NDR will be converted to the
◇ ◇ language of the MAPI client.
◇ ◇
◇ ◇ I suggest you configure Exchange 2003 computer by following so that it
◇ ◇ generates delivery status notifications in English. It edits the
◇ ◇ LanguageID
◇ ◇ entry of the Simple Mail Transport Protocol (SMTP) server instance in

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◇ the
◇ ◇ metabase.
◇ ◇
◇ ◇ 1. Click Start, point to Programs, point to Administrative Tools, and
◇ then
◇ ◇ click Services.
◇ ◇
◇ ◇ 2. In the MMC Services dialog box, click SMTP service.
◇ ◇
◇ ◇ 3. On the Action menu, click Stop.
◇ ◇
◇ ◇ 4. At a command prompt, type the following text:
◇ ◇
◇ ◇ "cscript.exe c:\inetpub\adminscripts\adsutil.vbs set
◇ ◇ smtpsvc/smtpdsnlanguageid 1033" (without the quotation marks)
◇ ◇
◇ ◇ 5. Click Start, point to Programs, point to Administrative Tools, and
◇ then
◇ ◇ click Services.
◇ ◇
◇ ◇ 6. In the MMC Services dialog box, click SMTP service.
◇ ◇
◇ ◇ 7. On the Action menu, click Start.
◇ ◇
◇ ◇ For OWA:
◇ ◇ =====
◇ ◇ When you access a mailbox through OWA, the language of the OWA
◇ interface
◇ ◇ (such as the forms and tooltips) is determined by a special HTTP
header
◇ ◇ that is sent to the server by the client browser. The client browser
◇ ◇ indicates to the server in which language to display the user
interface
◇ ◇ and
◇ ◇ the server will return the user interface in that language if the
◇ server
◇ ◇ supports that language. In Microsoft Internet Explorer, the user can
◇ ◇ change
◇ ◇ this option by clicking Internet Options on the Tools menu, and then
◇ ◇ clicking Language on the General tab. Therefore, if your clients to
set
◇ ◇ the
◇ ◇ Language as English in Internet Explorer, the OWA will use English to
◇ ◇ display.
◇ ◇
◇ ◇ If you want to set this on the server side, you can hard code the
◇ language
◇ ◇ of the OWA interface by using an Internet Services API filter (ISAPI).
◇ For
◇ ◇ detailed information, please refer to the following article.
◇ ◇

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<< 310599 How To Hard Code the Language of OWA Interface

<< <http://support.microsoft.com/?id=310599Sincerely>,

<<

<< Here are some Windows 2003 Language code IDs

<<

<< English (United States) 1033

<<

<< Japanese 1041

<<

<< Chinese (PRC) 2052

<<

<< Korean 1042

<<

<< Hungary 1038

<<

<< Albanian 1052

<<

<< Croatian 1050

<<

<< Bulgarian 1026

<<

<< Russian 1049

<<

<< German (Germany) 1031

<<

<< Italian (Italy) 1040

<<

<< Swahili 1089

<<

<< I am looking forward to hear from you.

<<

<< If you need further assistance, please don't hesitate to let me know.

<<

<< Best regards,

<<

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<< <From: "Rafael R" <NOSPAM@xxxxxxxxxx>

<< <References: <uEUokvQrHHA.1208@xxxxxxxxxxxxxxxxxxxxxx>

<< <rGq\$C9WrHHA.2300@xxxxxxxxxxxxxxxxxxxxxx>

<< <#k0j1fbrHHA.5092@xxxxxxxxxxxxxxxxxxxxxx>

<< <Subject: Re: How can I change default language to English for NDR

<< <Date: Wed, 13 Jun 2007 17:01:11 +0200

<< <Lines: 146

<< <X-Priority: 3

<< <X-MSMail-Priority: Normal

<< <X-Newsreader: Microsoft Outlook Express 6.00.2900.2180

<< <X-RFC2646: Format=Flowed; Response

<< <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180

<< <Message-ID: <emRxxkvrHHA.4100@xxxxxxxxxxxxxxxxxxxxxx>

<< <Newsgroups: microsoft.public.windows.server.sbs

<< <NNTP-Posting-Host: 86.red-81-45-245.staticip.rima-tde.net

81.45.245.86

<< <Path:

TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP06.phx.gbl

<< <Xref: TK2MSFTNGHUB02.phx.gbl

microsoft.public.windows.server.sbs:43632

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

Re: How can I change default language to English for NDR

<<<
<<< Just to let you know I got the adsutil.vbs to show the language set
<< and
<<< it's
<<< <1033, but somehow it's not displaying the NDR in english.
<<<
<<< Thanks anyway.
<<<
<<< "Rafael R" <NOSPAM@xxxxxxxxxxx> escribió en el mensaje
<<< <news:%23k0j1fbrHHA.5092@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx
<<<> Thanks for this.
<<<>
<<<> It probably works, but just my luck, it does not change anything
on
<< my
<<< sbs.
<<<> I'm searching for information on this adsutil.vbs script to see
how
<< it
<<<> works, and to see if it really does change the option in the
<< metabase.
<<<>
<<<> I've even restarted the server after applying your steps.
<<<>
<<<> If you can think of a reason why it does not want to apply the
<< change,
<<< I'd
<<<> be grateful.
<<<>
<<<> I am running SBS 2003 SP1 incase that could be a problem.
<<<>
<<<> Many Thanks,
<<<> Rafael
<<<>
<<<>
<<<> "Robert Li [MSFT]" <v-robeli@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> escribió en el
<<< mensaje
<<<> <[news:rGq\\$C9WrHHA.2300@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:rGq$C9WrHHA.2300@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)
<<<>> Hello Rafael,
<<<>>
<<<>> Thanks for posting in our newsgroup.
<<<>>
<<<>> From your description, I know that you are using Spanish version
of
<<< SBS
<<<>> 2003 and you need to get English NDR. If I am off-base, please
<< don't
<<<>> hesitate to let me know.
<<<>>
<<<>> 1. Stop Simple Message Transport Protocol service on the Exchange
<<< Server.

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<<<>
<<<> 2. Run the following command to change the NDR language to the
<<<> desired
<<<> language in the metabase:
<<<>
<<<> Cscript c:\inetpub\adminscripts\adsutil.vbs set
<<<> smtpsvc/smtpdsnlanguageid
<<<> 1033
<<<>
<<<> Note: 1033 is English or North America
<<<>
<<<> More information:
<<<>
<<<> XADM: Exchange 2000 Server Generates Japanese DSN (UTF-7) Message
<<<> <http://support.microsoft.com/kb/286292/>
<<<>
<<<> Hope the information helps.
<<<>
<<<> If you need further assistance, please don't hesitate to let me
<<<> know.
<<<>
<<<> Best regards,
<<<>
<<<> Robert Li(MSFT)
<<<>
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<<<> Get Secure! – www.microsoft.com/security
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<<<> -----

<<<> <From: "Rafael R" <NOSPAM@xxxxxxxxxxx>

<<<> <Subject: How can I change default language to English for NDR

<<<> <Date: Tue, 12 Jun 2007 18:06:50 +0200

<<<> <Lines: 24

<<<> <X-Priority: 3

<<<> <X-MSMail-Priority: Normal

<<<> <X-Newsreader: Microsoft Outlook Express 6.00.2900.2180

<<<> <X-RFC2646: Format=Flowed; Original

<<<> <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180

<<<> <Message-ID: <uEUokvQrHHA.1208@xxxxxxxxxxxxxxxxxxxxxxxx>

<<<> <Newsgroups: microsoft.public.windows.server.sbs

<<<> <NNTP-Posting-Host: 86.red-81-45-245.staticip.rima-tde.net

<<<> 81.45.245.86

<<<> <Path:

<<<> TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl

<<<> <Xref: TK2MSFTNGHUB02.phx.gbl

<<<> microsoft.public.windows.server.sbs:43382

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

<<<> <

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<<<> <

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<<< I'd

<<<> like

