

# RE: Unable to retrieve message from exchange mailbox

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-05/msg03658.html>

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- *From:* Ricky Lie <[RickyLie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:RickyLie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 28 May 2008 02:21:04 -0700
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Hi Robbin,

Thank you for your response, please bear with my poor experience in MS Exchange.

Certain "client" cannot able to retrieve email using their Outlook 2003. When other users send email to these "client", they got "administrator delay message".

Yes, your understanding is correct.

1. Does this issue only occurs on the particular user or users?  
Can you tell if the issue only occur when these "client" logging on certain computer? To clarify this, please go to another working computer and create a new Outlook user profile using the same user account and test this issue.

If logon with the same user-account on other workstation the problem still occurs

How can I fix the user mailbox?, so far what I did just delete and create it again (was not a very good idea).

I'm lost with your "OWA" what is OWA (sorry).

In the meantime I'll get myself information from "<http://support.microsoft.com/kb/821910/en-us> as per your suggestion.

I'll try to post the information as requested.

Thanks  
Regards  
Ricky Lie

""Robbin Meng [MSFT]"" wrote:

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Hello Ricky.

Thank you for your post. My name is Robbin Meng, and it is my pleasure to work with you on this issue!

Please allow me to confirm that my understandings are correct. As I understand it, the issue is:

Certain "client" cannot able to retrieve email using their Outlook 2003. When other users send email to these "client", they got "administrator delay message".

If I have misunderstood your concerns please feel free to let me know.

Based on the current situation, please consider the following scenarios so that we can narrow down the root cause:

1. Does this issue only occurs on the particular user or users?  
Can you tell if the issue only occur when these "client" logging on certain computer? To clarify this, please go to another working computer and create a new Outlook user profile using the same user account and test this issue.

2. According to the result of the step 1, if the issue occurs only to certain user(whatever he/she logs on) and not certain computer, it should be a user mailbox store issue on the Exchange server. Then we may need to check and fix the user's mailbox store problem later.

At the same time, please use OWA to check if the issue persists i.e. when the user logon OWA, can he send and receive emails normally?

For your reference, you can also use Message Tracking center to trace the message transport flow that whether mails has been sent to the user's mailbox or not. To do this, please follow KB821910:

How to troubleshoot for Exchange Server 2003 transport issues  
<http://support.microsoft.com/kb/821910/en-us>

If the issue persists after performing the above steps, please help me to collect more information:

Information Need

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1. If possible, please help to capture some error message screenshot files and zip them then send to me.

2. Check event viewer for related information, if there are anything related Transport service, please help save it to \*.evt and send to me at:  
[v-robmen@xxxxxxxxxxxxxx](mailto:v-robmen@xxxxxxxxxxxxxx)

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Hope this helps.

If you have any questions or concerns, please do not hesitate to let me know.

Thank you for your time and cooperation!

Best regards,

Robbin Meng(MSFT)

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

Any input or comments in this thread are highly appreciated.

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