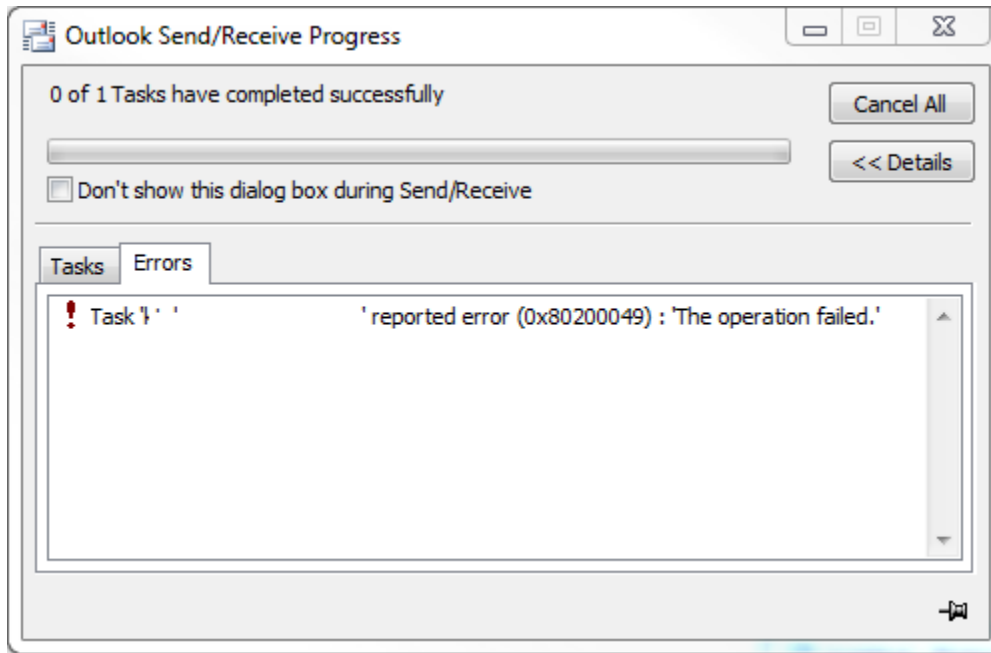


After migrating from Exchange 2007 to 2010 and running co-existence for a bit, users noticed that their GAL was missing new addresses.

Trying to download the Address Book: Produces an Outlook client error 0x80200049 The operation failed.



You will notice that the OAB / GAL in cached mode is out of date, but the OAB / GAL in online mode is correct.

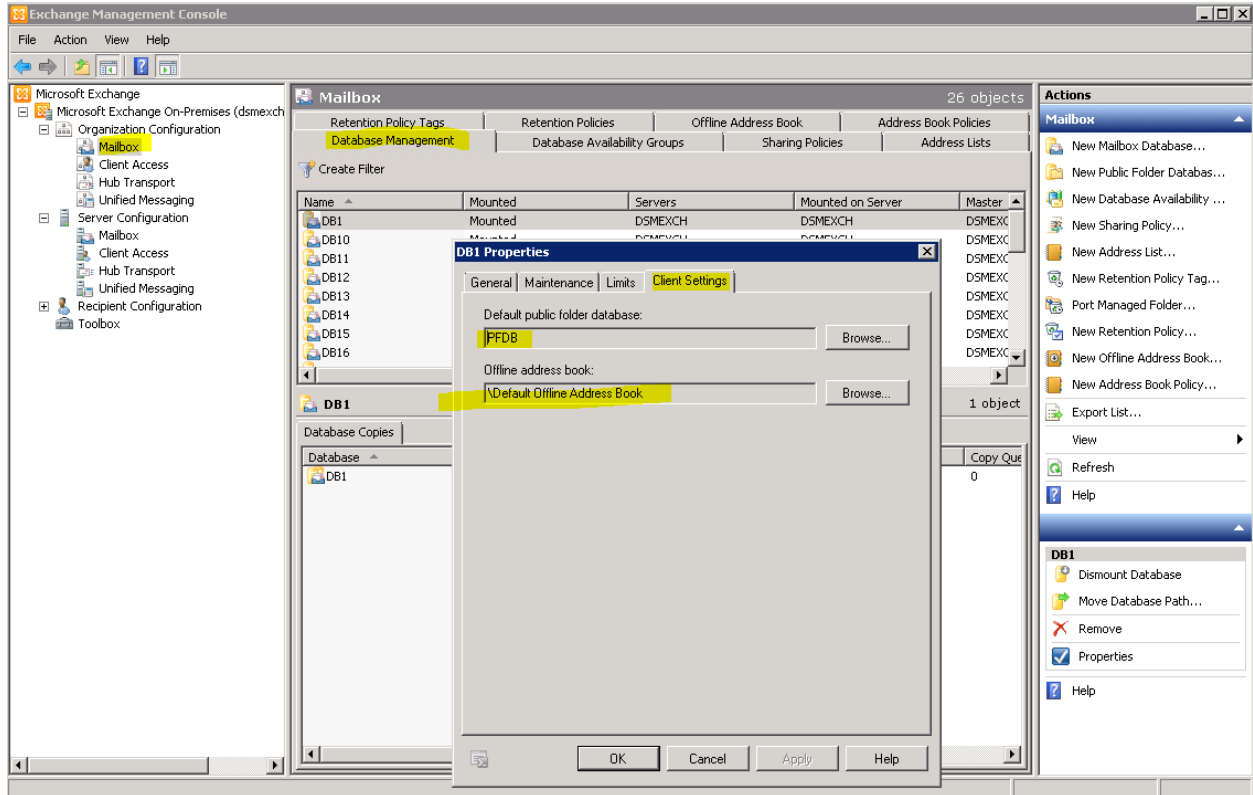
Note: This article assumes you have already created a Public folder database on Exchange 2010.

HOW TO FIX THIS

First check that your databases are pointing to the correct 2010 server for Default public folder database and Offline address book.

In EMC

Organization Configuration > Mailbox > Database Management tab > Properties on a DB > Client Settings tab



In Windows Explorer

Delete all files/directories INSIDE but not the directories themselves:

C:\Program Files\Microsoft\Exchange Server\V14\ExchangeOAB

C:\Program Files\Microsoft\Exchange Server\V14\ClientAccess\OAB

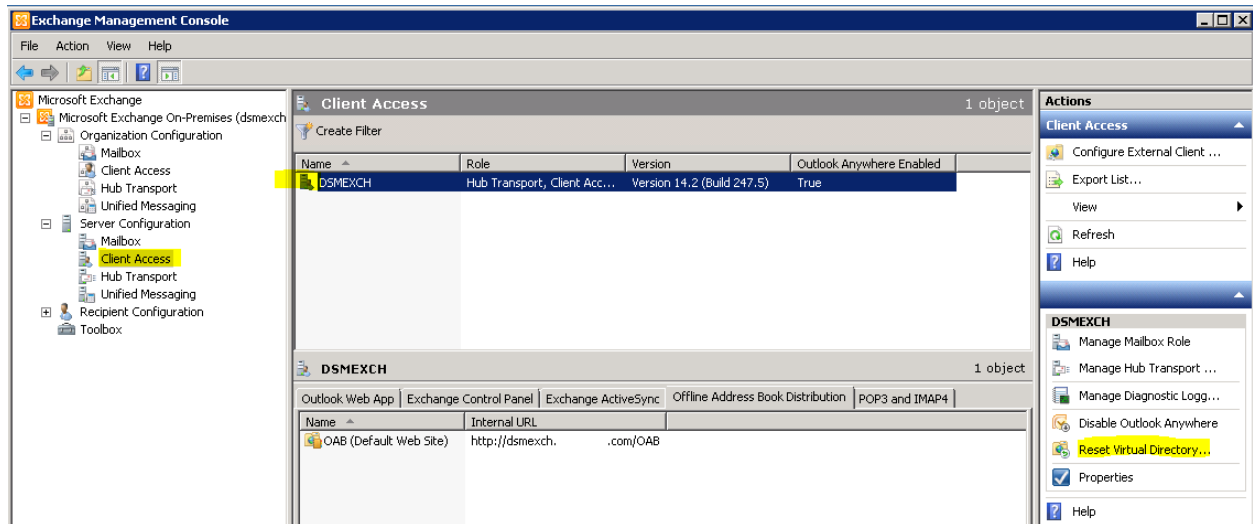
In EMC

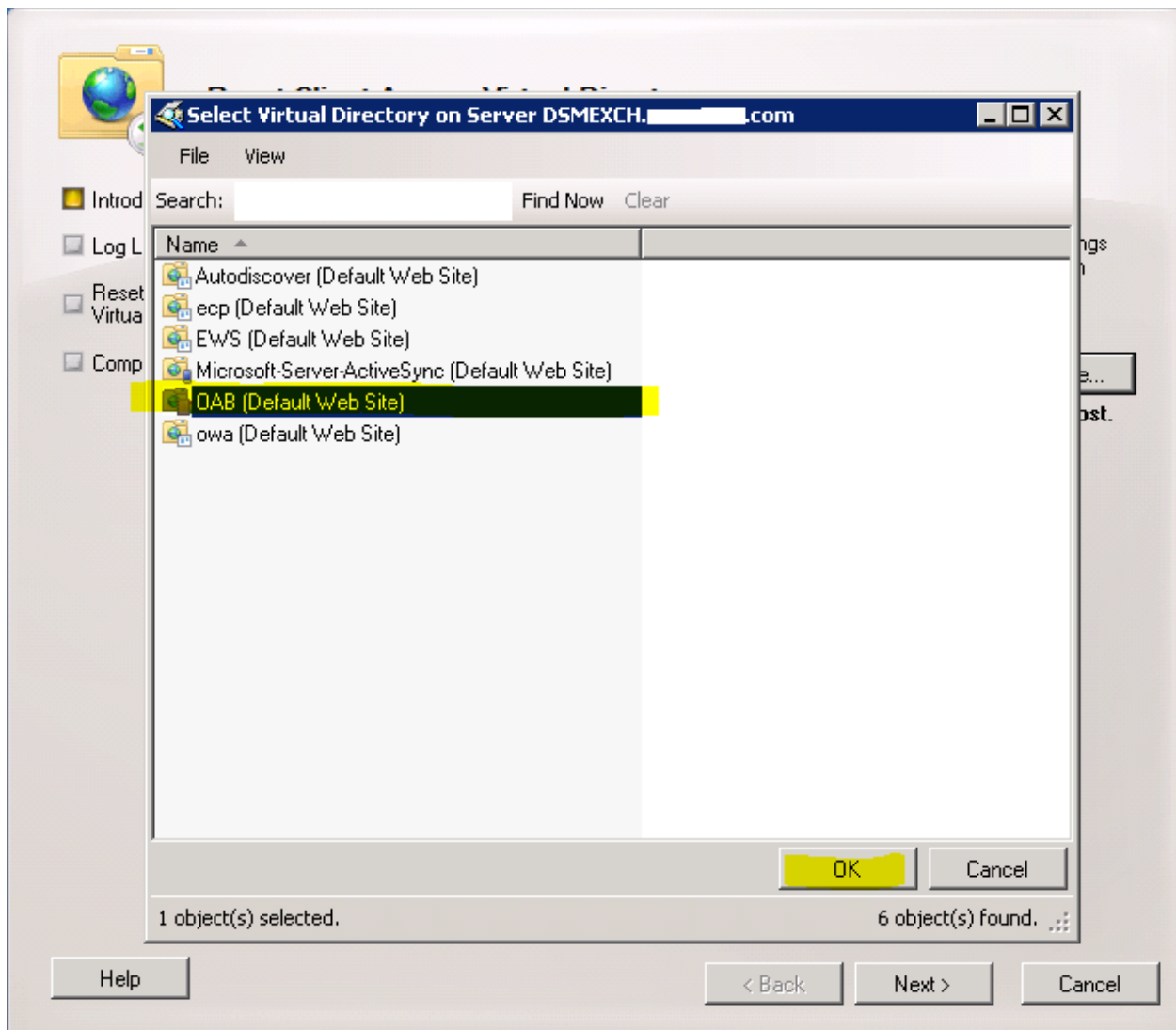
Server Configuration > Client Access > select SERVER > In action pane: Reset Virtual Directory...

Browse... > select OAB (Default Web Site) and click OK.

Click Next, when prompted choose Yes to All and choose Finish when complete.

Wait 30 sec for AD to replicate the changes.





In a command prompt

iisreset (/noforce is optional, MS support never had me use it)

In Exchange Management Shell

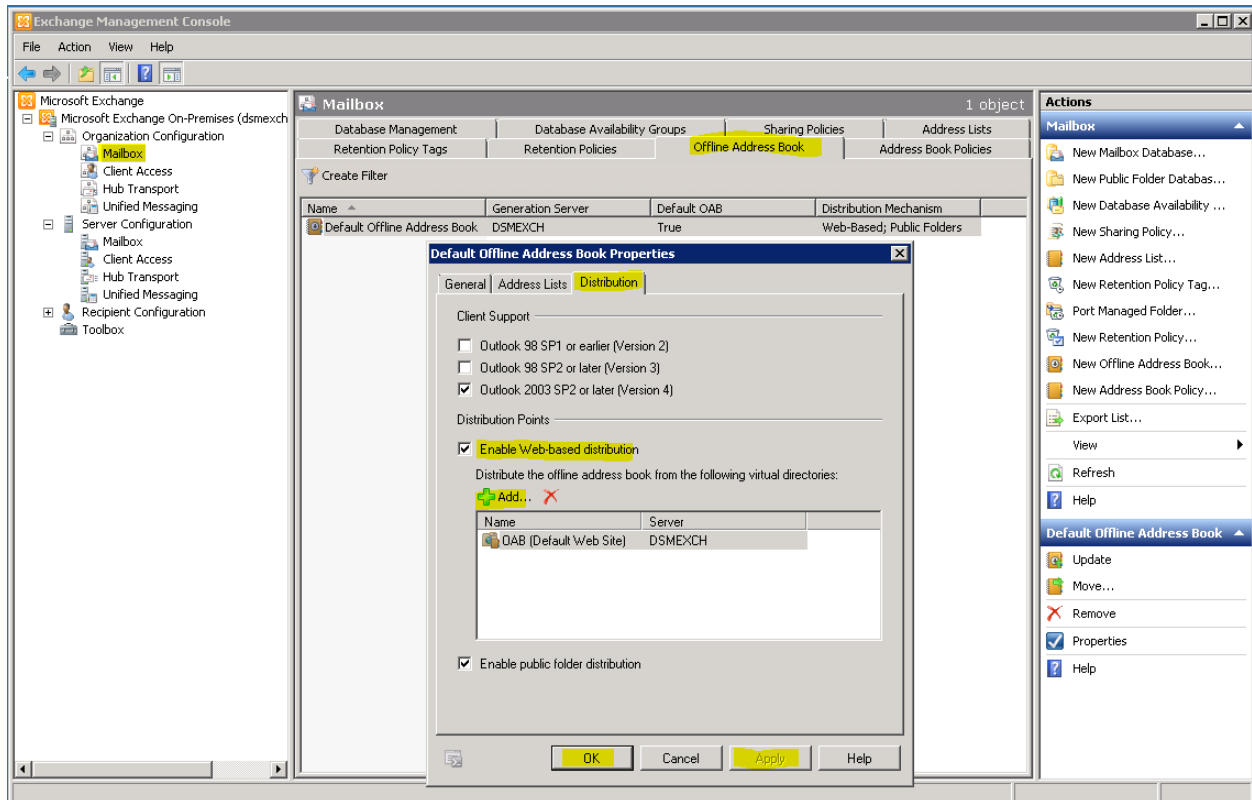
```
Set-OABVirtualDirectory -Identity "OAB (Default Web Site)" -RequireSSL $true -ExternalURL  
"https://exchange.contoso.com/OAB"
```

```
Get-OABVirtualDirectory |fl
```

Verify your InternalURL (http) and ExternalURL (https) and RequireSSL True

In EMC

Organization Configuration > Mailbox > Offline Address Book tab > Properties on Default Offline Address Book > Distribution tab > Enable Web-based distribution > Add... > Choose your OAB on Exchange 2010 > Apply/OK



Right-click Default Offline Address Book > Update > Yes (no screenshot shown for this)

In Services MMC

Restart the service: Microsoft Exchange File Distribution

(This will populate the OAB guid in C:\Program Files\Microsoft\Exchange Server\V14\ClientAccess\OAB)

In a command prompt

iisreset (/noforce is optional, again MS support never had me use it)