

## MCC Emails arriving in public folder as Posts instead of Emails (Notes)

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### PROBLEM

New messages sent to MCC are intermittently arriving as Posts instead of Notes (Emails).

### SYMPTOMS

New messages sent to MCC are intermittently arriving as Posts instead of Notes (Emails). The icon for a Post is a yellow paper with a blue pushpin.

The customer is using Exchange 2000, or Exchange 2003.

### CAUSE

Exchange 2000, and 2003 treat incoming messages from SMTP destined for public folders differently.

More information can be found in the Microsoft article: <http://support.microsoft.com/?scid=kb;en-us;817809#XSLTH3128121123120121120120>

### RESOLUTION

Ensure that Exchange 2000 has SP3, or Exchange 2003 has SP1

Refer to article <http://support.microsoft.com/?scid=kb;en-us;817809#XSLTH3128121123120121120120>

Change listed registry key value to *1* in order to force Exchange to keep incoming messages as IPM.Note format.

### APPLIES TO

CCM all versions, Exchange 2000 or 2003

**Keywords:** Exchange MCC Post Note Email E-Mail

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<http://micc.mitel.com/kb/KnowledgebaseArticle51479.aspx>

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