How to Retrieve Stubbed Messages in Shared Mailboxes

This article refers to the Barracuda Message Archiver firmware version 5.0 or higher, and the Barracuda Message Archiver Outlook Add-In version 5.0 or higher. The Barracuda Message Archiver Outlook Add-In supports Outlook versions 2007, 2010, 2013, and 2016. Note that *Outlook 2016 requires Barracuda Message Archiver Outlook Add-In release 4.1 or higher*.

Verify the Outlook Add-In version (available for download on the **USERS > Client Downloads** page) is the *same major revision* as the Barracuda Message Archiver firmware.

Configuration Guidelines

This article is intended as a configuration *guideline*; your deployment will be specific to your environment. Any administrative changes should be reviewed with your IT team before proceeding.

Use the steps described in this article if Outlook users are able to forward stubbed attachments or emails from their *own* Outlook mailbox, but not from a *shared* Outlook mailbox. If this is the case, users will receive an error message from Outlook similar to: "**Unable to open original message**" when attempting to forward stubbed attachments from a shared Outlook mailbox.

By default in Microsoft Outlook 2007 and 2010, a security setting does not allow script execution or custom forms in shared mailboxes or public folders. For this reason, if the Microsoft Exchange Administrator performs message stubbing on shared mailboxes or public folders delegated to all users or specific user groups, these stubbed messages cannot be retrieved in the Barracuda Message Archiver Outlook Add-In. To allow users to retrieve these stubbed messages in addition to their **INBOX** messages, each user can set Allow Script in shared folders, or the Microsoft Exchange Administrator can enable scripts in folders organization-wide using the Microsoft Office policy template (ADM) files.

Microsoft Outlook 2013 / 2016

In Microsoft Outlook 2013 and 2016, script execution is allowed by default.

Enable Scripting Organization-Wide (Recommended)

To enable scripts across your entire organization, go to the associated Microsoft article:

- Microsoft Outlook 2007 – See the Microsoft article [2007 Office system Administrative Template files (ADM, ADMX, ADML) and Office Customization Tool version 2.0](#)[1], your operating system in the section **System requirements**, and following the steps described in the section **Instructions**.
- Microsoft Outlook 2010 – See the Microsoft article [Office 2010 Administrative Template files (ADM, ADMX/ADML) and Office Customization Tool download](#)[2], verify your operating system in the section **System requirements**, and following the steps described in the section **Instructions**.

Once you download and set up the ADM template files, open the associated Outlook ADM file:

- For Outlook 2007, open the ADM file **outlk12.adm**
- For Outlook 2010, open the ADM file **outlk14.adm**

In the ADM file, set VALUEON NUMERIC to '1' and VALUEOFF NUMERIC to '0' for the following values:

- VALUENAME SharedFolderScript
- VALUENAME PublicFolderScript

For example, update the ADM file **outlk12.adm** to display as:

```
POLICY !!L_DisableOutlookobjectmodelscripts
KEYNAME Software\Policies\Microsoft\Office\12.0\Outlook\Security
            VALUENAME SharedFolderScript
            VALUEON NUMERIC 1
            VALUEOFF NUMERIC 0
    EXPLAIN !!L_DisableOutlookobjectmodelscriptsExplain
    END POLICY
POLICY !!L_DisableOutlookobjectmodelscriptsforpublicfolders
KEYNAME Software\Policies\Microsoft\Office\12.0\Outlook\Security
            VALUENAME PublicFolderScript
            VALUEON NUMERIC 1
            VALUEOFF NUMERIC 0
    EXPLAIN !!L_DisableOutlookobjectmodelscriptsforpublicfoldersExplain
    END POLICY
END CATEGORY
```

Enable Scripts on User Systems

If you do not wish to use ADM templates to allow scripting across the entire organization, you can direct each user to enable scripts for shared and public folders based on their installed version of Microsoft Outlook.

Enable Scripts in Microsoft Outlook 2007

Use the following steps to enable scripts in shared and public folders in Outlook 2007:

1. Log in to Microsoft Outlook 2007.
2. On the **Tools** menu, click **Trust Center**.
3. In the Navigation Pane, click **E-mail Security**.
4. In the **Script in Folders** section, select **Allow script in shared folders** and **Allow script in Public Folders**:
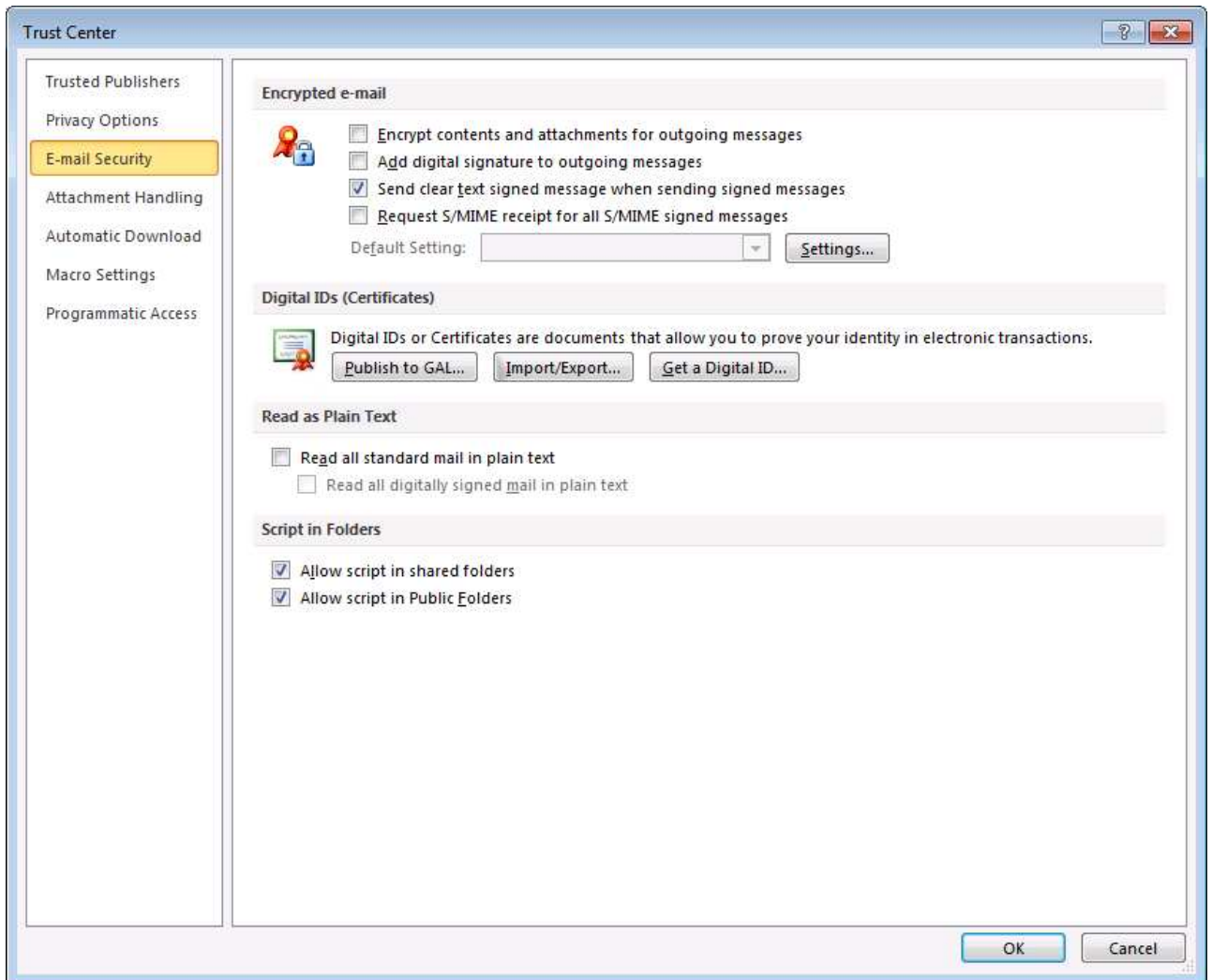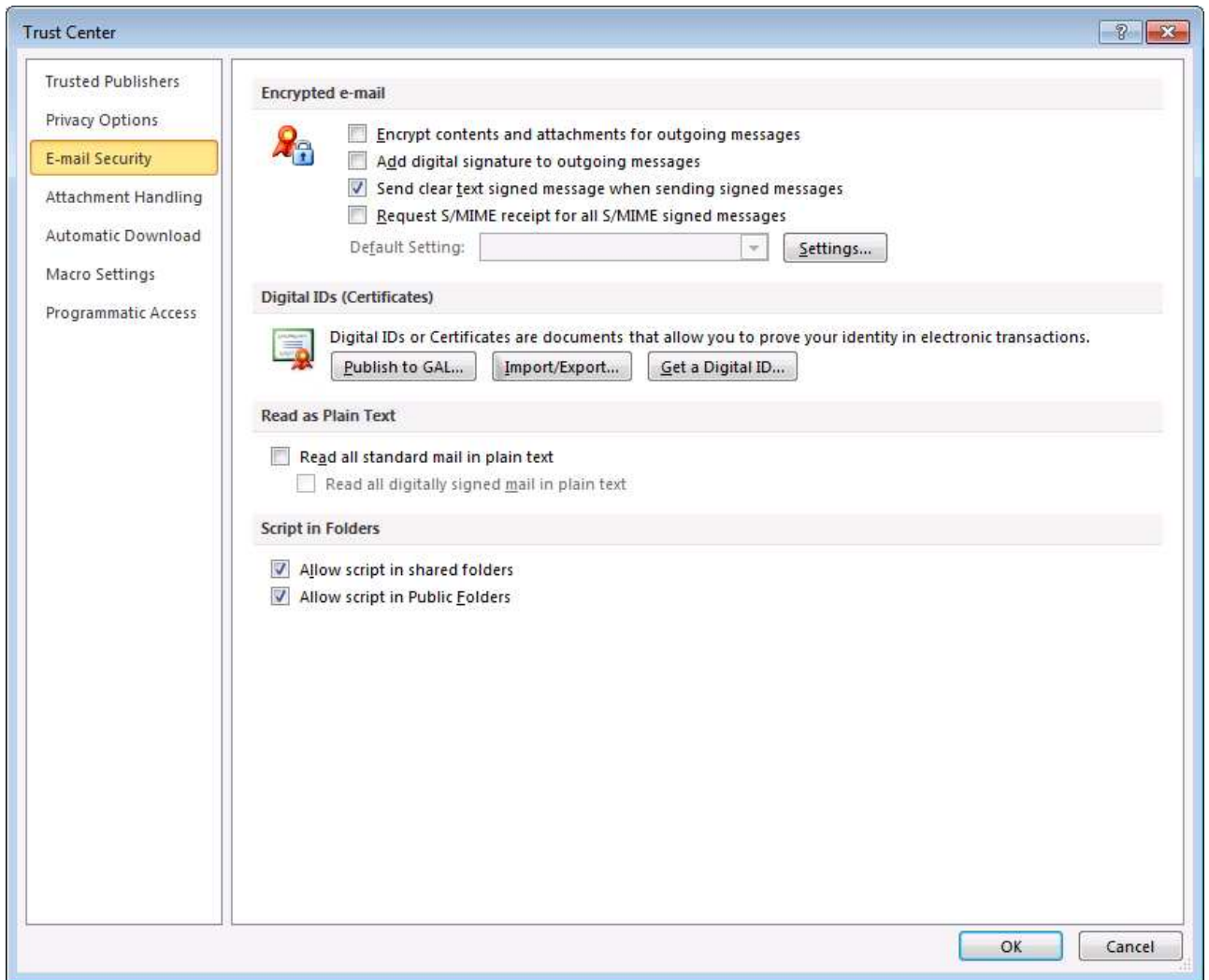
5. Click **OK** to save your settings.

Enable Scripts in Microsoft Outlook 2010

Use the following steps to enable scripts in shared and public folders in Outlook 2010:

1. Log in to Microsoft Outlook 2010.
2. On the **File** menu, click **Options**.
3. In the Navigation Pane, click **Trust Center**, and then click **Trust Center Settings**.
4. In the Navigation Pane, click **E-mail Security**, and in the **Script in Folders** section, select **Allow script in shared folders** and **Allow script in Public Folders**:

5. Click **OK** to save your settings.

Links