Difficulty Opening Outlook Calendars - Especially Other People's

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The error Can't open this item. Unable to open the free/busy information can appear when accessing Outlook calendars.

Two possible fixes were found at this webpage. The first one has been proved to work; both are pasted here:

Option One:

- Have the user whose calendar you wish to open close out of Outlook.
- Click on Start > Run and type in the following: outlook.exe /cleanfreebusy

If that doesn't fix the problem, then you have to move on to Option Two, which is:

- On the user's computer whose calendar you wish to view, download MfcMapi.exe from Microsoft.com
- Run MfcMapi.exe, then click on Session > Logon and Display Store Table
- Select the profile of the person whose calendar you wish to view
- · Double click on the line that says "Mailbox-"
- Expand Root Container
- Expand Top of Information Store
- Click on Inbox
- Now in the right windows look for PR_FREEBUSY_ENTRYIDS, right click on it and select Delete Property.
- · Close out of MfcMapi.exe
- Now repeat option One from above.

The corrupt free/busy issue should now be resolved.

Online URL: https://knowledgebase.stickman.co.uk/article.php?id=146