

Difficulty Opening Outlook Calendars - Especially Other People's

Article Number: 146 | Rating: Unrated | Last Updated: Wed, Jun 28, 2017 at 5:03 PM

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>