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.