

Cannot Copy The Items. Cannot Copy This Folder Because It May Contain Private Items

Note: This article applies to Outlook 2010, however if you can figure out how to change the "Delegate Settings" in other previous versions of Outlook that should fix your issue as well.

Problem: A little background information first. This article applies to when you have an Outlook Profile Setup with say User A and then you add User's B Mailbox to User's A Outlook Profile. Once you do this and expand out User's B Mailbox you notice that all of the Folders and Subfolders have a "Double Blue Arrow" under them. You also have already given "Full Access" rights for User A to access User's B Mailbox. In addition you have also already created a .pst file called "Airplanes Archive" and attached it to User's A Mailbox.

Now in User's B Mailbox they have a Root Folder called "Airplanes", and under this folder they have the following Subfolders called Make, Model, Type, and Parts. Now under the folder called "Model" there are additional Subfolders called 747, 737, 738, 739, and 740 (For ex. The folder structure for just one of the folders would look like this (Airplanes/Model/738). Here is the problem. If you take the folder "Model" and try to move or copy it to the .pst file called "Airplanes Archive" you will get the following error message "Cannot Copy The Items. Cannot Copy This Folder Because It May Contain Private Items".

Solution: To fix this in Outlook 2010 this is what you will need to do. First check and make sure that you did in fact give User A "Full Access" to User's B Mailbox. Next you will need to gain access to User's B Mailbox from within side of Outlook. For example, you will need to go to User's B Computer and open up Outlook to make this change. Unfortunately, you can't do it any other way. It has to be done from within their Outlook Profile. Once you are in there Outlook go to "File" and then "Info". Now on the right-hand side click on the drop down under "Account Settings" and then click on "Delegate Access". The "Delegates" window will open up and on the right-hand side there is a button called "Add" and you will need to click on that. Once you have clicked on that the "Add Users" window opens and you will notice that the GAL (Global Address List) is displayed. You will need to scroll down and find "User A" in the list and then click on the "Add Button" in the lower left-hand corner. **Note: The user that you pick here is the one you are delegating access for this user to this mailbox. For example, here we are delegating access for User A to access User's B Mailbox.** Then click on "Ok". You will now see the "Delegate Permissions" window appear and you will need to go all the way down to the bottom left-hand corner and put a check mark in the box that says "Delegate can see my private items", and then click on "Ok". Now close out of all open windows and go back to the machine for User A. This time when you try to move or copy the folder "Model" and try to move or copy it to the .pst file called "Airplanes Archive" it will go just fine.

Note: This issue is apparently caused by a glitch in Outlook. Anytime you go to move or copy anything in Outlook from one location to another Outlook does a check on that folder to see if it contains any "Private Items", and if it does it will fail. This is a glitch because you did not create any Private Items in that folder. However, make sure you keep in mind that if User B did in fact assign permissions to the folders that you are trying to move (Model for ex.) then this will NOT let you bypass those permissions. You would then have to get with User B and have them remove the permissions on that folder first.