How to Reload Your Outlook Profile

Outlook Exchange Server connectivity and Outlook Profile corruption issues are usually resolved by deleting and reloading the Outlook Profile. Should your Microsoft Outlook not open, or error when attempting to open Outlook, first restart your workstation. If after restarting and you are still having trouble, then follow the below process.

NOTE

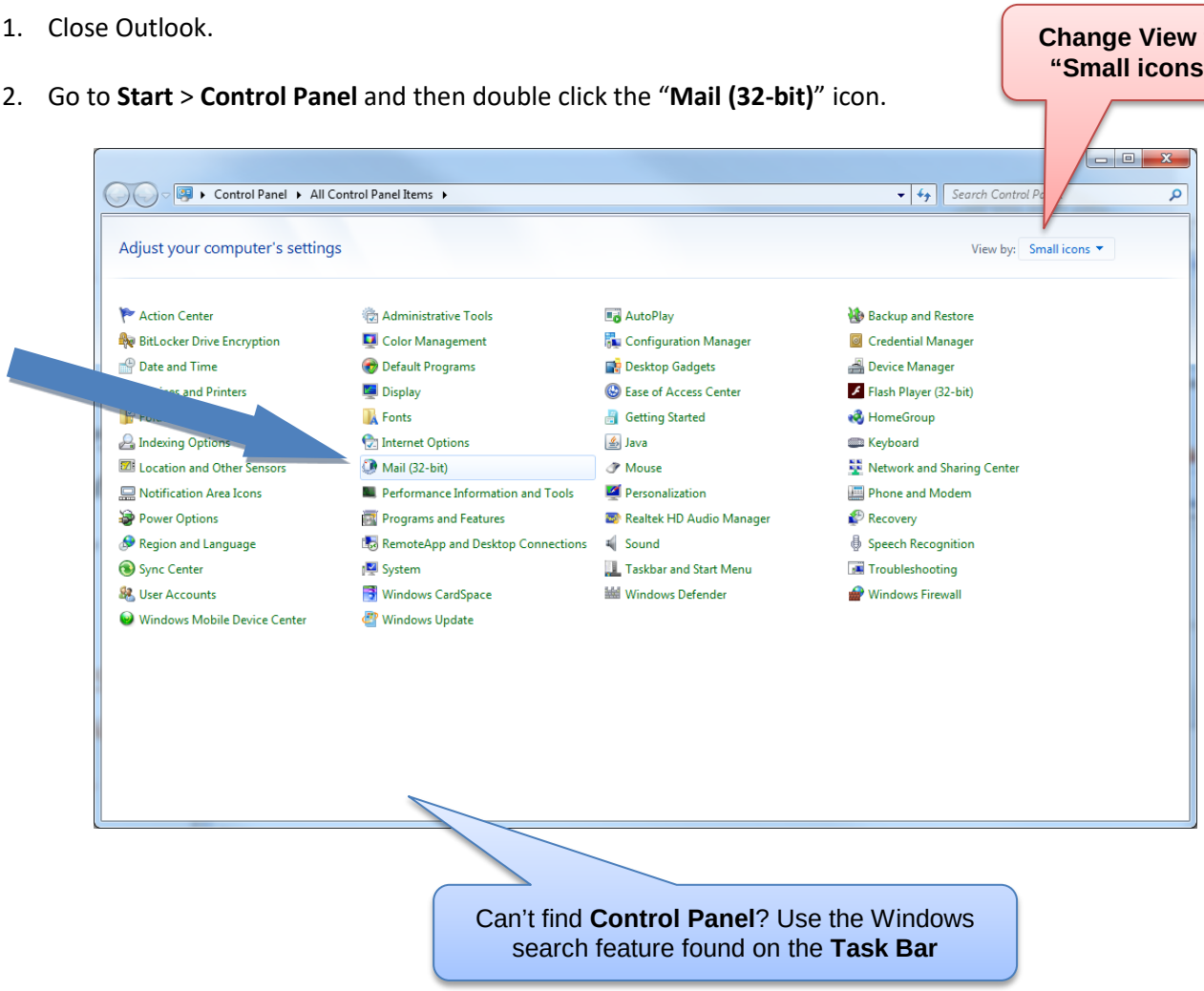
This process will NOT delete Email, Calendar, Contacts, Tasks, or .pst files from the Exchange Server. Only the local Outlook profile will be deleted and a fresh copy of of the Outlook profile will be downloaded from Exchange.

CAUTION

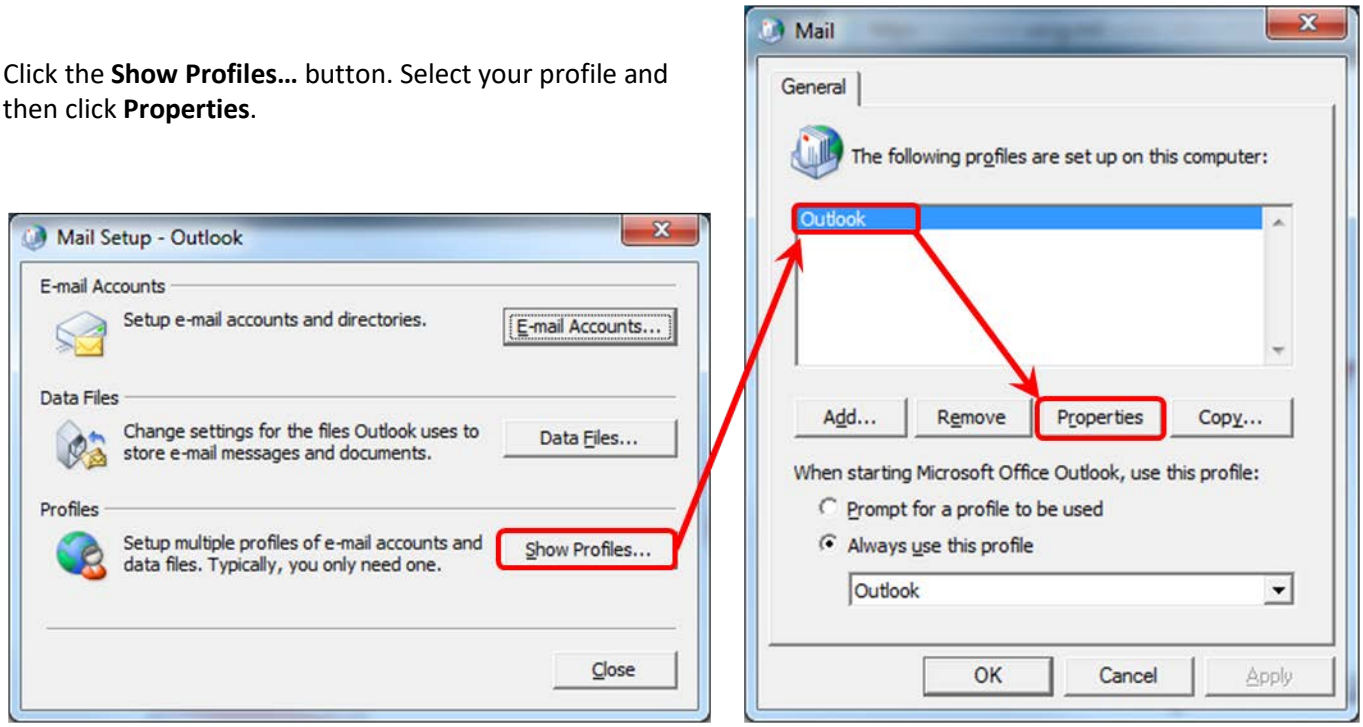
MESSAGES IN YOUR OUTBOX MAY BE LOST AND NOT SENT TO THEIR INTENDED RECIPEIENTS WHEN YOUR LOCAL OUTLOOK PROFILE IS DELETED AND RELOADED.

1. Close Outlook.

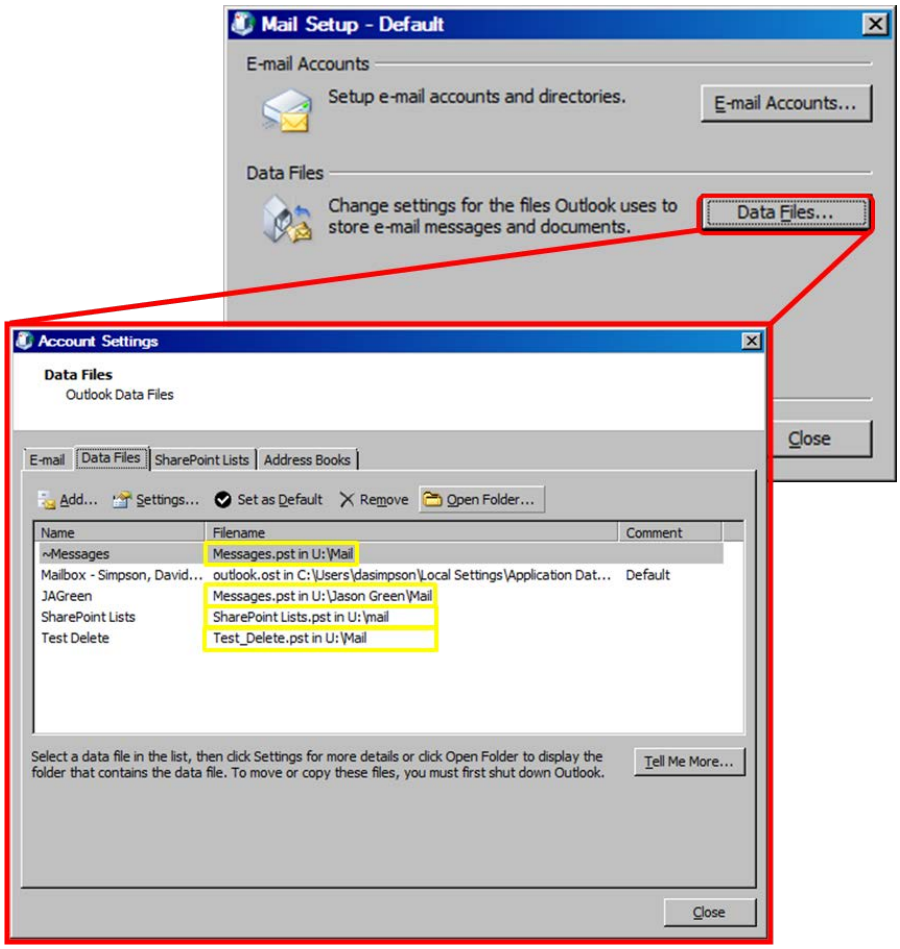
2. Go to **Start** > **Control Panel** and then double click the "**Mail (32-bit)**" icon.



3. Click the **Show Profiles…** button. Select your profile and then click **Properties**.



4. Click Data Files… and then note the file name and path for any .pst files listed (.ost files will be automatically recreated and may be ignored).

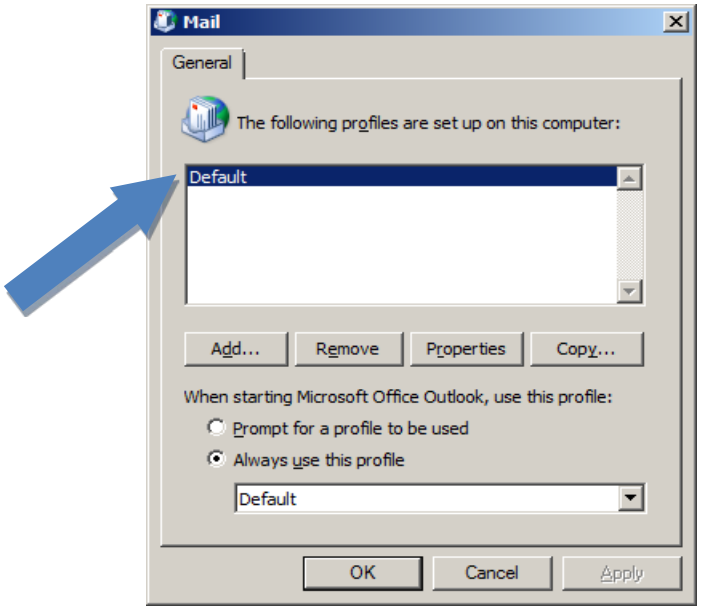


BEST PRACTICE

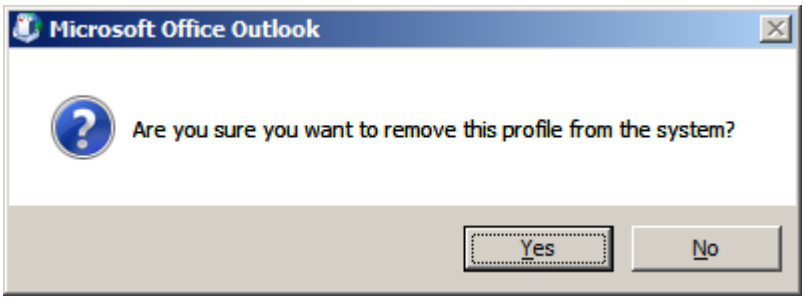
CGOne design guidelines call for user managed PST files to be stored in the U:\Mail folder. Outlook is configured to default to the U:\Mail folder when connecting to or creating new PST files. Depending on your requirements, storage locations such as a shared network folder, an approved external hard drive or local storage (C: drive) may also be used. However be warned that storing PST and other files to local or external hard drives are risky as these drive are NOT archived as part of the CGOne Enterprise back up strategy. If the workstation or external hard drive is lost, fails or is re-formatted, all data stored on them will be lost.

5. Click **Close** and then click **Close** again to return to the profile list.

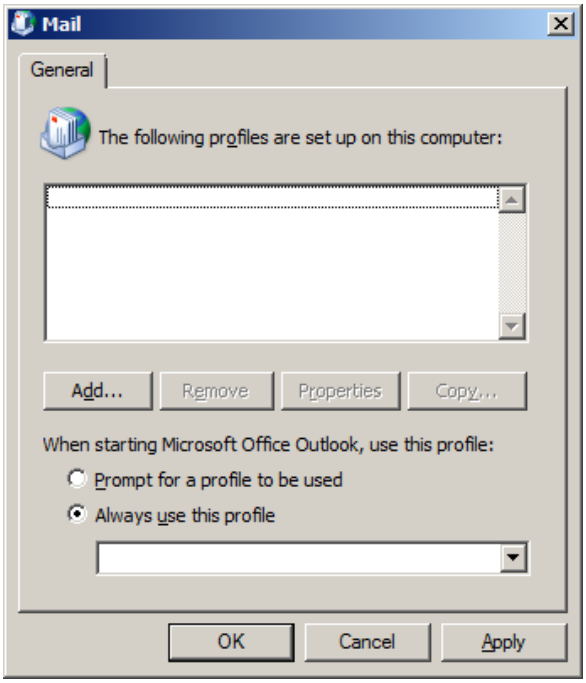
6. Remove all profiles listed in the Mail window. If not already highlighted, click a profile and then click the **Remove** button.



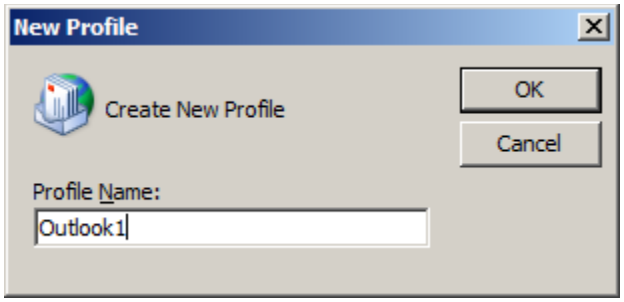
7. Click **Yes**.



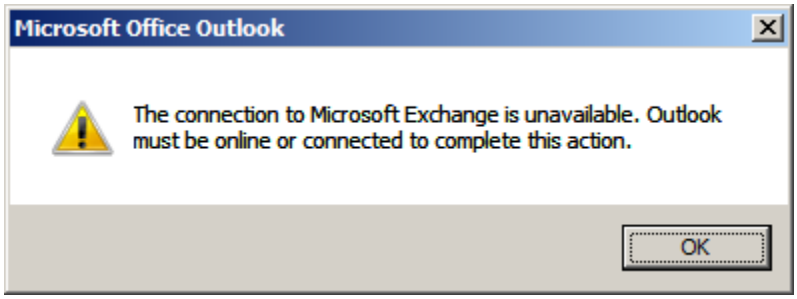
8. Once all profiles are removed from the Mail window, click **OK**.



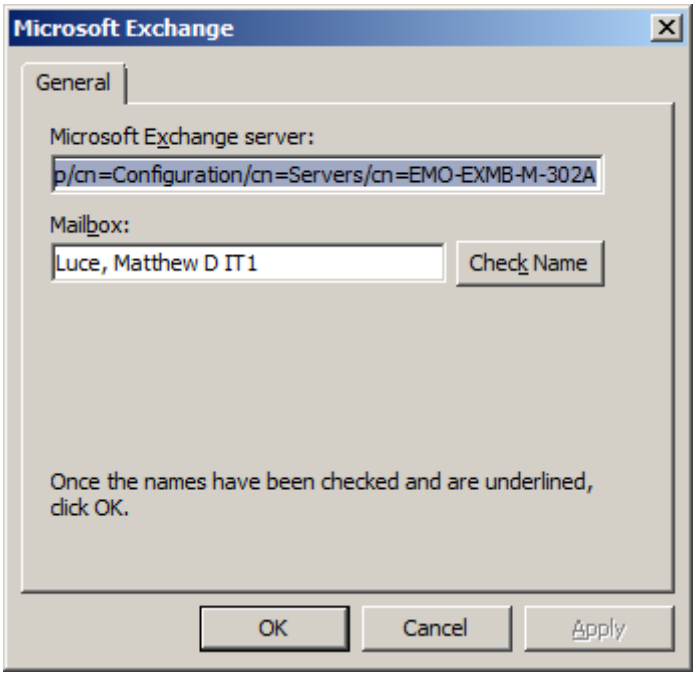
9. Launch Outlook. You will see this window. Enter a profile name for your new Outlook profile, and then click **OK**.



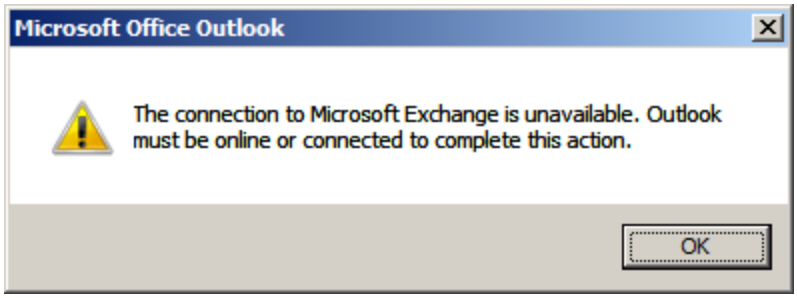
10. If the following ***Caution*** notice appears, click **OK**.



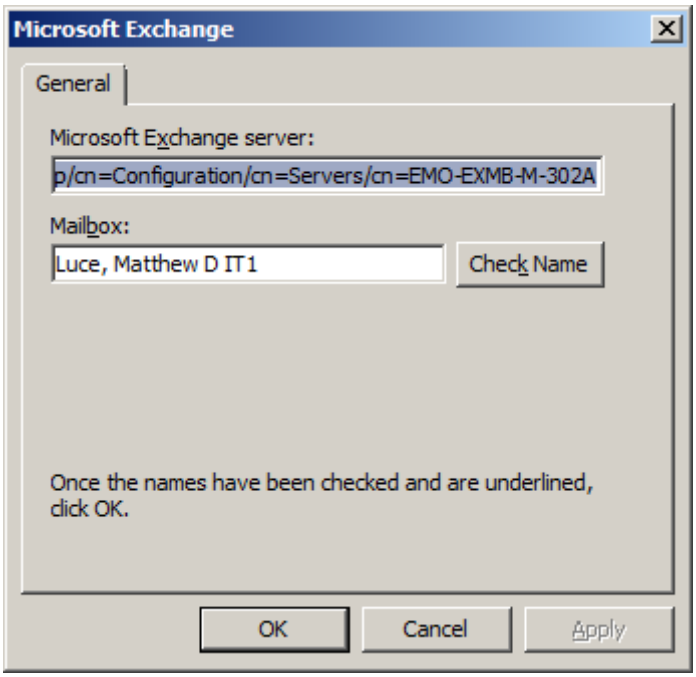
11. Click **OK** at the bottom of the Microsoft Exchange window.



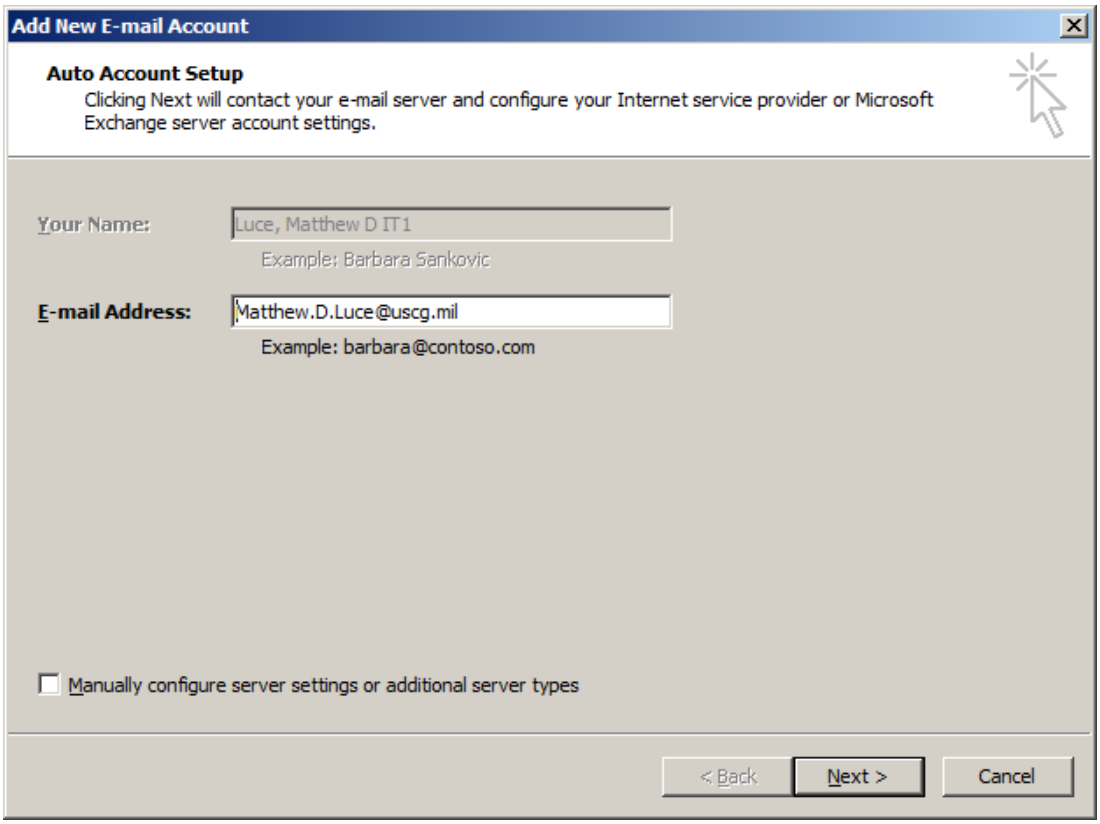
12. If the following ***Caution*** notice appears, click **OK**.



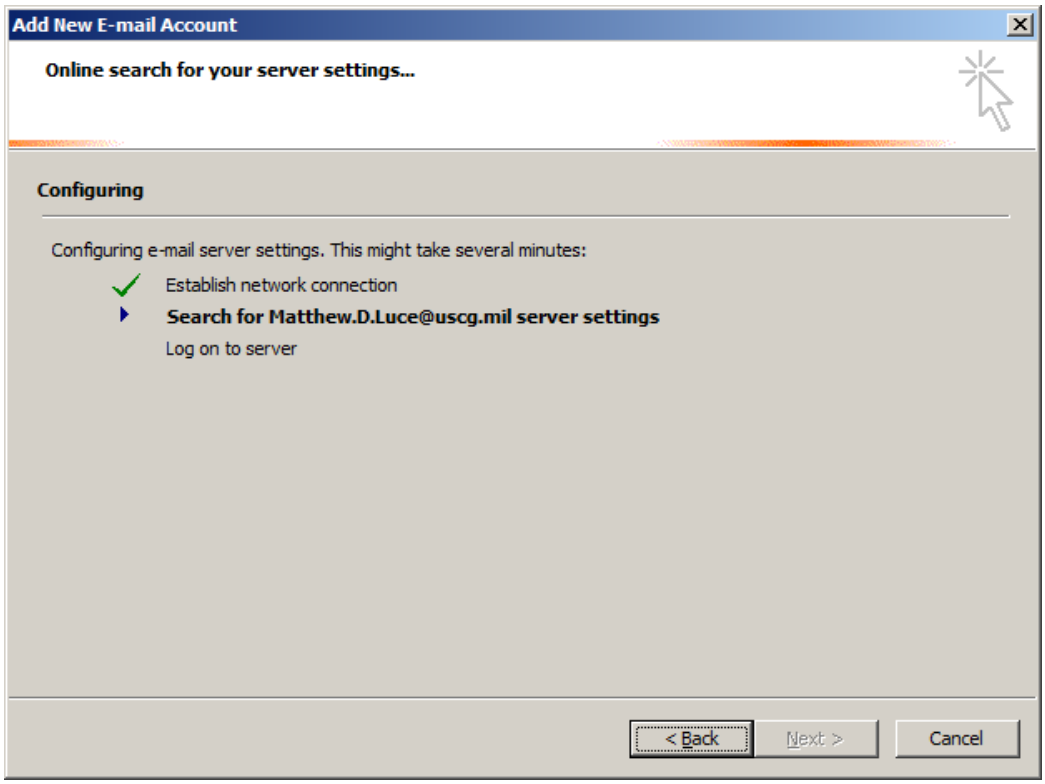
13. Click **OK** again…



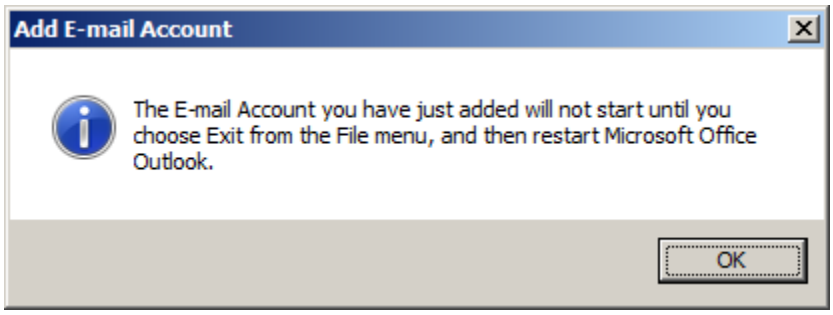
14. Click **Next**.



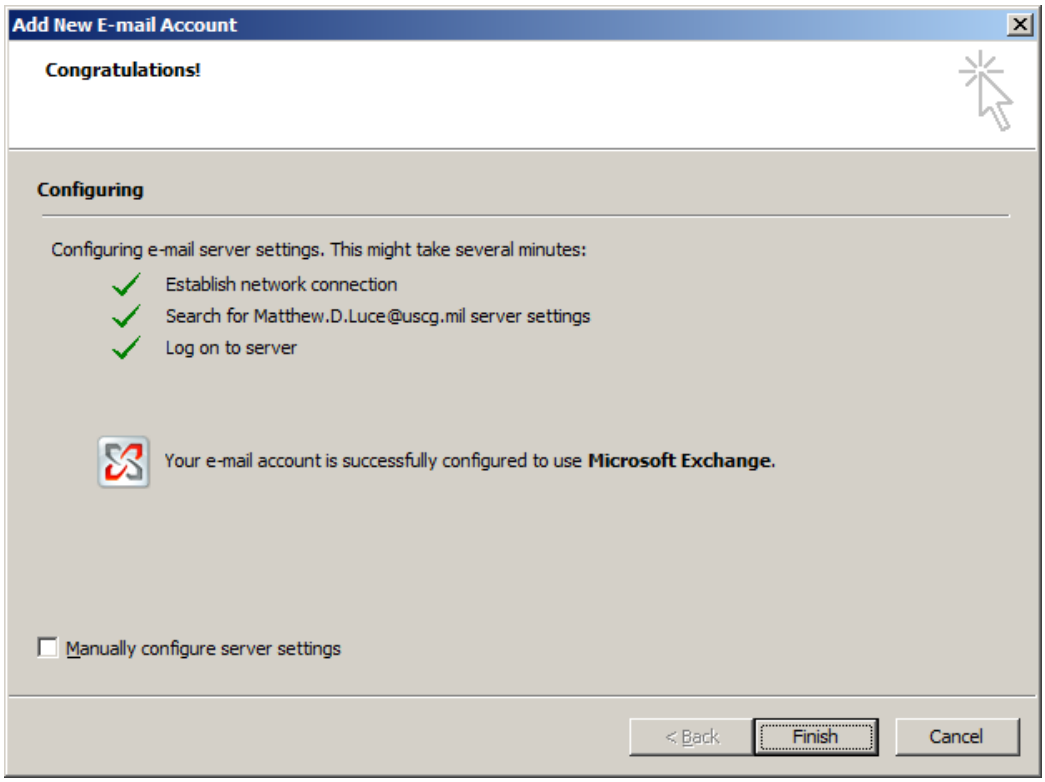
15. Outlook will configure your profile.



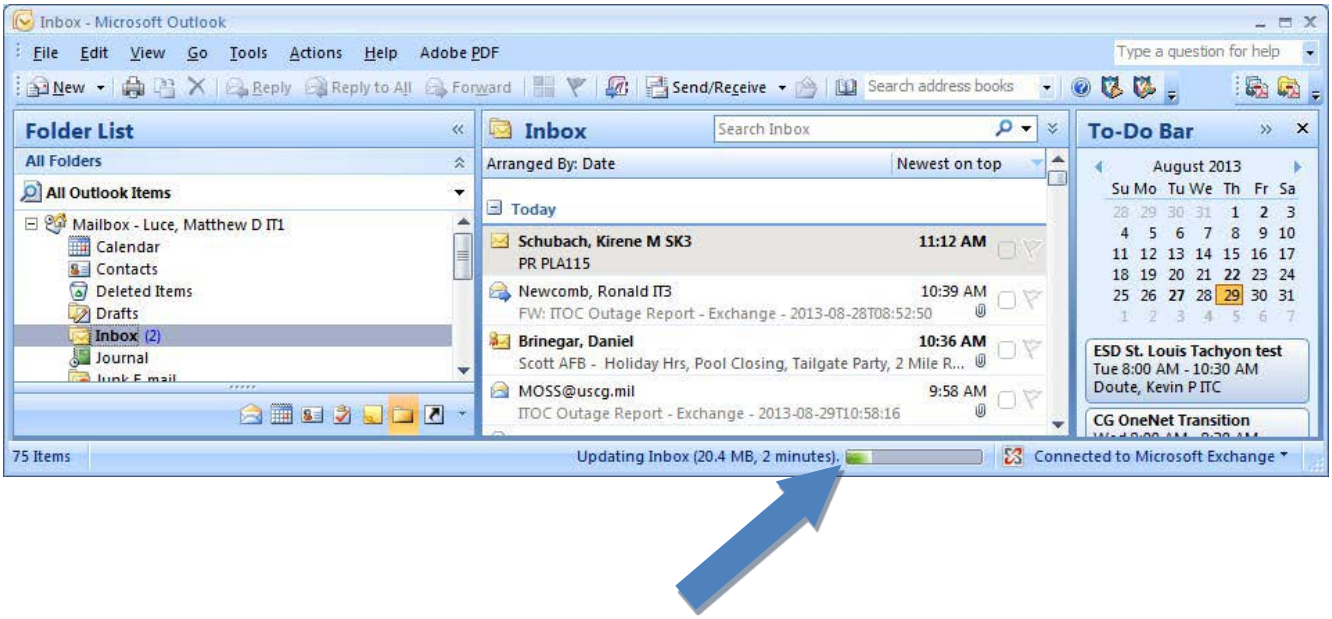
16. Click **OK**.



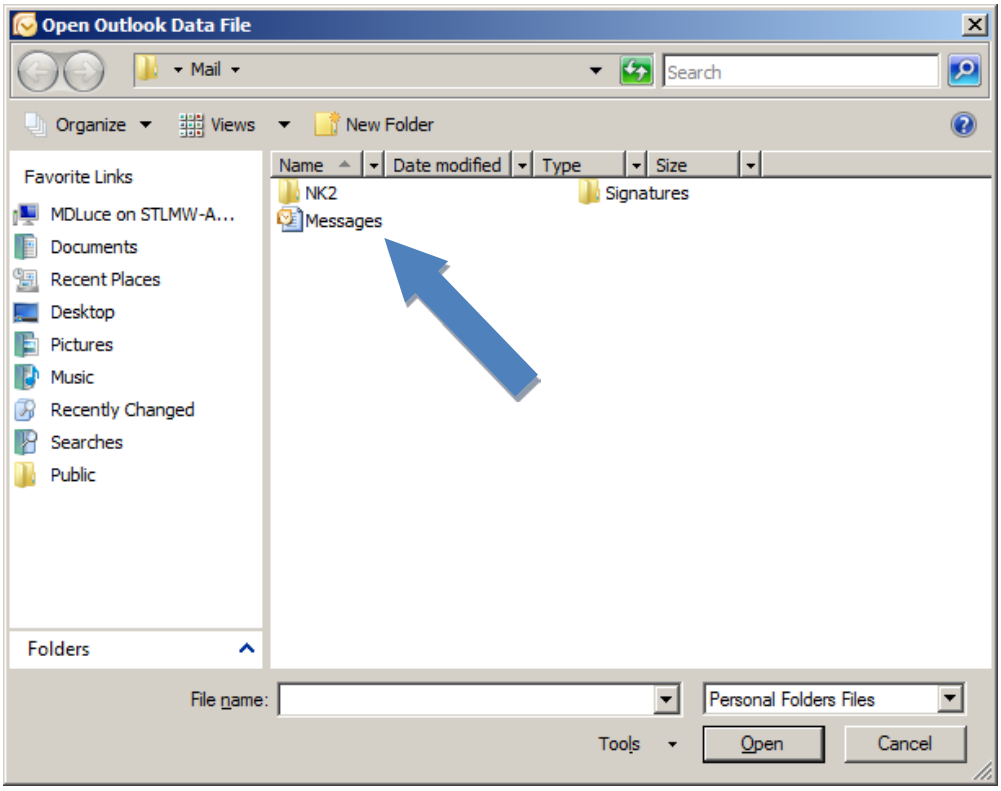
17. Click Finish.



18. Outlook will load and begin to update all your email folders. Please be patient, this step may take some time.



19. Once Outlook finishes updating, reconnect the PST file(s) noted in step 4. Click **File > Open & Export > Open Outlook Data File**. Select your PST file and click Open. Detailed steps for adding PST files to your profile are found in the Technical Tip - Open and Close Outlook Data Files (.pst).



If you have followed these steps and are experiencing problems, please submit a ticket in CGFIXIT to request assistance.

Do you have an idea for a new Technical Tip?
Is this Technical Tip outdated - contain incorrect information – doesn't make sense?
Then tell us by submitting your suggestion or new Technical Tip idea to **endusertips@uscg.mil**.