

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.



search feature found on the Task Bar

3. C tł

Click the Show Profiles button. Select your profile and hen click Properties .	General The following profiles are set up on this computer:
Mail Setup - Outlook E-mail Accounts Setup e-mail accounts and directories. Data Files Change settings for the files Outlook uses to store e-mail messages and documents. Profiles Setup multiple profiles of e-mail accounts and data files. Typically, you only need one. Setup Profiles	Outbook Add Remove Properties Copy When starting Microsoft Office Outbook, use this profile: Prompt for a profile to be used Always use this profile Outbook
Glose	OK Cancel Apply

🚺 Mail

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).

	🖉 Mail Setup - Default
	E-mail Accounts Setup e-mail accounts and directories. E-mail Accounts
	Data Files Change settings for the files Outlook uses to Data Files Data Files
Account Settings Data Files Outlook Data Files	×
mail Data Files Sha	rePoint Lists Address Books
Name	Filename Comment
Messages	Messages.pst in U: Wail
Mailbox - Simpson, Dav JAGreen	id outook.ost in C: JUsers (dasimpson Local Settings (Application Dat Default Messages.pst in U: (Jason Green (Mail SharePoint Lists.pst in U: (mail Test Delete.pst in U: (mail
SharePoint Lists Test Delete	
SharePoint Lists Test Delete Ject a data file in the li Ider that contains the d	st, then dick Settings for more details or dick Open Folder to display the data file. To move or copy these files, you must first shut down Outlook.

X

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.

🖏 Mail	×
General	
The following profiles are set up on this computer:	
Default	
v.	
Add Remove Properties Copy	
When starting Microsoft Office Outlook, use this profile:	
O Prompt for a profile to be used	
Always use this profile	
Default	
OK Cancel Apply	

7. Click Yes.



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

💐 Mail				×
General				
The foll	owing pr <u>o</u> files a	are set up on this	computer:	
A <u>d</u> d	R <u>e</u> move	Properties	Сор <u>у</u>	
When starting	Microsoft Offic	e Outlook, use t	his profile:	
C Prompt	for a profile to	be used		
Always	<u>u</u> se this profile			
			•	
	ОК	Cancel	Apply	

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.

Microsoft Exchange	×
General	
Microsoft E <u>x</u> change server:	
p/cn=Configuration/cn=Servers/cn=EMO-EXMB-M-302A	
Mail <u>b</u> ox:	
Luce, Matthew D IT1 Check Name	
Once the names have been checked and are underlined, click OK.	
OK Cancel Apply	

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



13. Click OK again...

Microsoft Exchange	X
General	
Microsoft E <u>x</u> change server:	
p/cn=Configuration/cn=Servers/cn=EMO-EXMB-M-302A	
Mail <u>b</u> ox:	
Luce, Matthew D IT1 Check Name	
Once the names have been checked and are underlined, dick OK.	
OK Cancel Apply	

14. Click Next.

ld New E-mail Acco	ount	×
Clicking Next will contact your e-mail server and configure your Internet service provider or Microsoft Exchange server account settings.		
Your Name:	Luce, Matthew D IT1	
	Example: Barbara Sankovic	
E-mail Address:	Matthew.D.Luce@uscg.mil	
	Example: barbara@contoso.com	
Manually configu	are server settings or additional server types	

15. Outlook will configure your profile.

ld New E-mai	il Account	×
Online sear	rch for your server settings	×
Configuring		
Configuring	e-mail server settings. This might take several minutes:	
\checkmark	Establish network connection	
	Search for Matthew.D.Luce@uscg.mil server settings	
	Log on to server	
	Eack Vext >	Cancel

16. Click **OK**.



17. Click Finish.

Add New E-mai	il Account	×
Congratula	itions!	×
Configuring		
Configuring	e-mail server settings. This might take several minutes: Establish network connection Search for Matthew.D.Luce@uscg.mil server settings Log on to server	
8	Your e-mail account is successfully configured to use Microsoft Exchange .	
Manually o	configure server settings	
	< <u>B</u> ack Finish C	ancel

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 - <u>Open and Close Outlook Data Files (.pst)</u>.

闷 Open Outlook Data File		×
🕞 🔂 🕨 Mail 🗸	👻 🔛 Search	
🕒 Organize 👻 🗰 Views	👻 📑 New Folder 🛛 🔞	
Favorite Links Image: MDLuce on STLMW-A Image: Documents Image: Recent Places Image: Desktop Image: Pictures Image: Music Image: Recently Changed Image: Searches Image: Public	Name Vate modified V Type V Size V Signatures Messages	
Folders ^		
File <u>n</u> ame	 Personal Folders Files Tools Open Cancel 	1.

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**.