

Outlook Profile

The "Outlook profile" is a collection of settings that connect your computer to the Exchange server. You may perform these steps if you are experiencing problems with an existing Exchange profile. The creation of a new profile provides a "fresh start" opportunity that can help solve nagging problems.

The Outlook Profile issue is by and large created by users moving between Outlook 2003 and Outlook XP. As there is an incompatibility between the two, when a user first logs in to Outlook 2003, it creates a new Outlook profile and makes it default. When the user returns to Office XP it continues to use the new profile and that is where the problems begin.

Usually the error that user sees is: "The messaging interface has returned an unknown error."

As the recreation of the Outlook profile resets everything there are a couple of things you should be aware of:

1. Nicknames (auto completion of Address fields) will be lost
2. If you have access to someone else's folders you will need to reconnect them; via either:-
 - File - Open - Other Users Folder
 - Tools - E-mail Accounts - Next - Change - More Settings - Advanced - Open Additional Mailboxes
3. If you have any .pst files (archive or otherwise) you will have to re-attach them.
 - Before deleting the profile the location of the files can be found by right clicking on it in the Outlook Folder List and selecting Properties and then Advanced
 - Nine times out of ten, .pst files are found in the following directory:-

C:\Documents and Settings\USERID\Local Settings\Application Data\Microsoft\Outlook



(Will be your ISS logon ID)

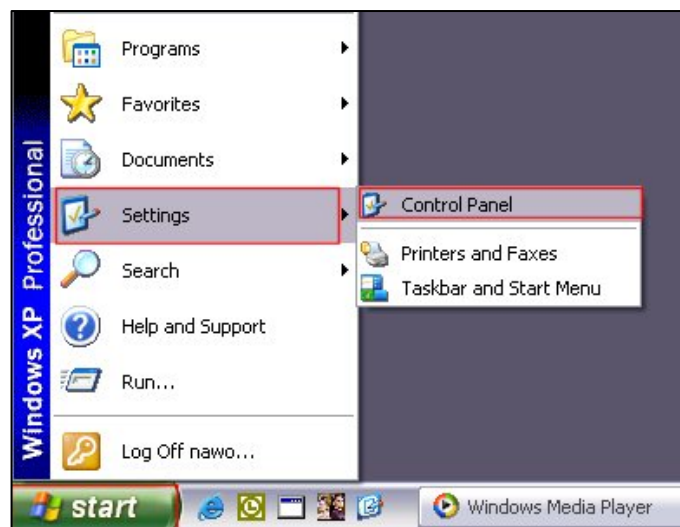
By default the Local Settings folder is hidden. This can be changed via:

Windows Explorer - Tools - Folder Options - View - Select "Show hidden files and folders"

How to Reset Outlook Profile

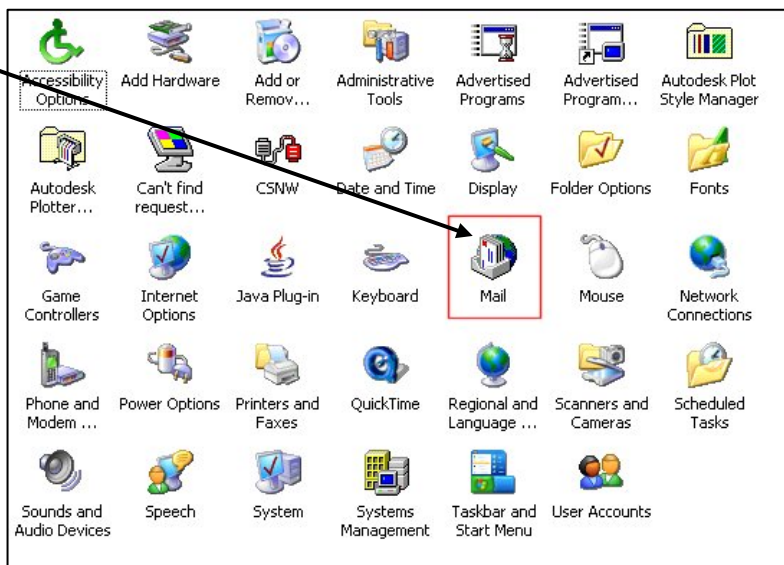
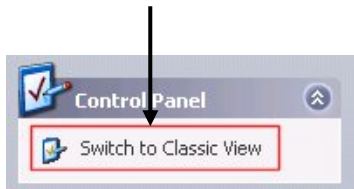
Make sure Outlook is closed.

Click on the Start Button, Settings then Control Panel.

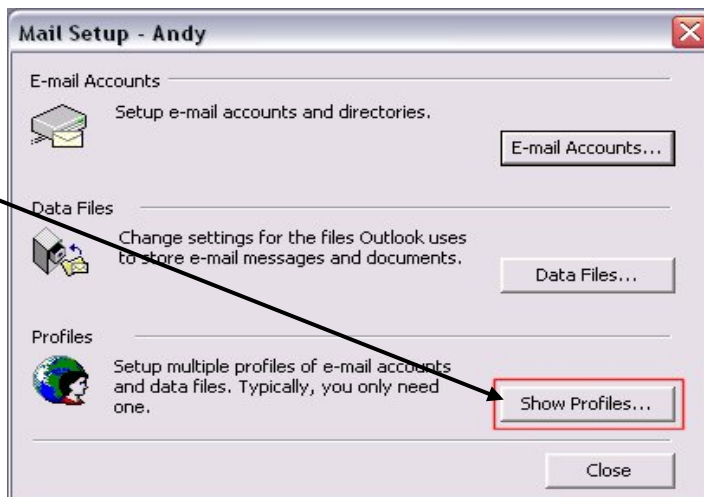


Double Click on the Mail Icon.

If there is no "Mail" icon click on "Switch to Classic View" located of the left hand part of the Control Panel.



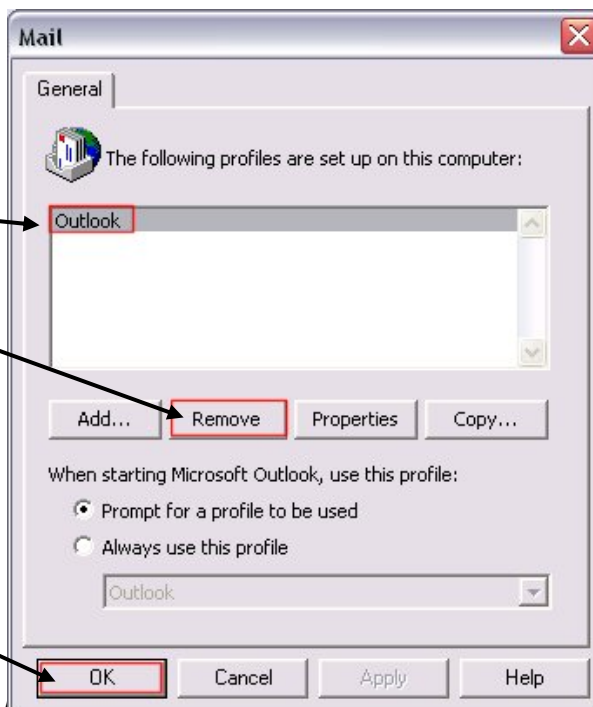
Click on Show Profiles



In most cases you will only have one profile showing here.

If you have more than one Profile do the following on each one.

- Click on the Profile Name
- Click "Remove"



Once all of the Profiles have been removed click on "OK"

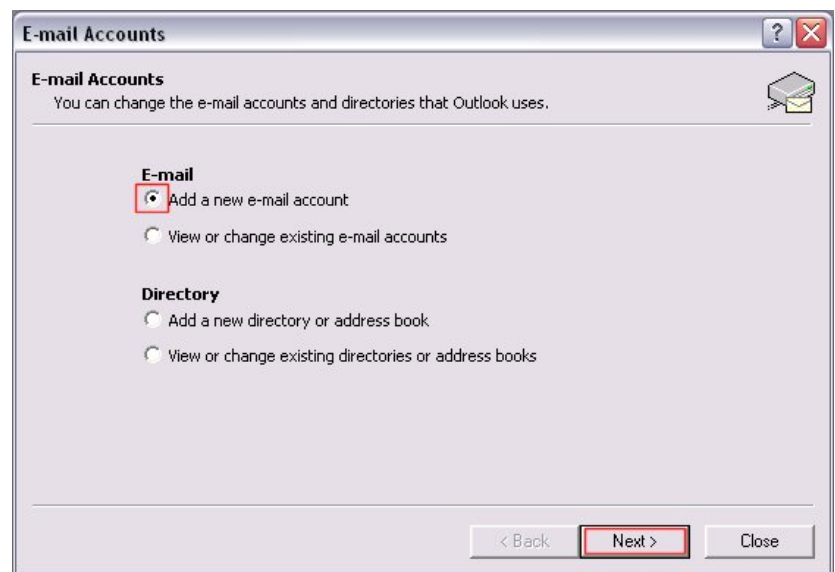
Open Outlook and it will ask you to create a new profile - you can call it whatever you like.

Click "Ok"



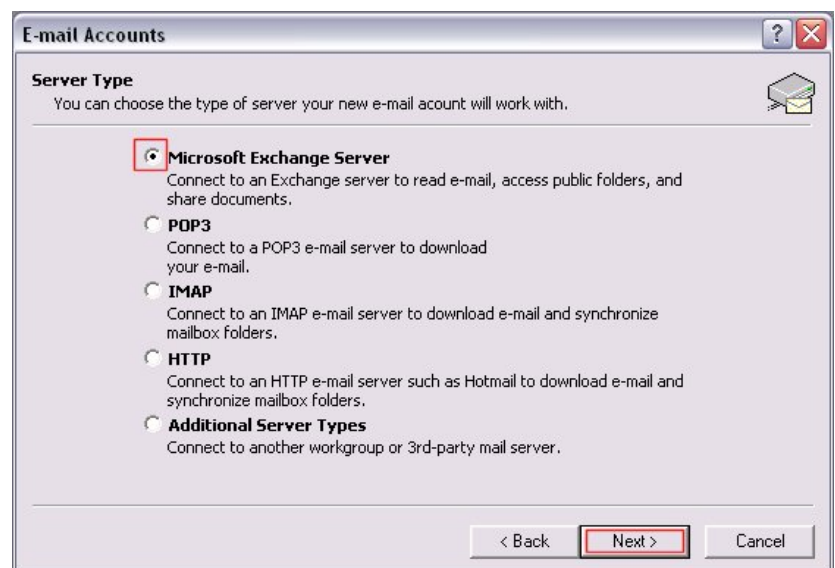
Click on "Add a new e-mail account"

Click "Next"



Click "Microsoft Exchange Server"

Click "Next"



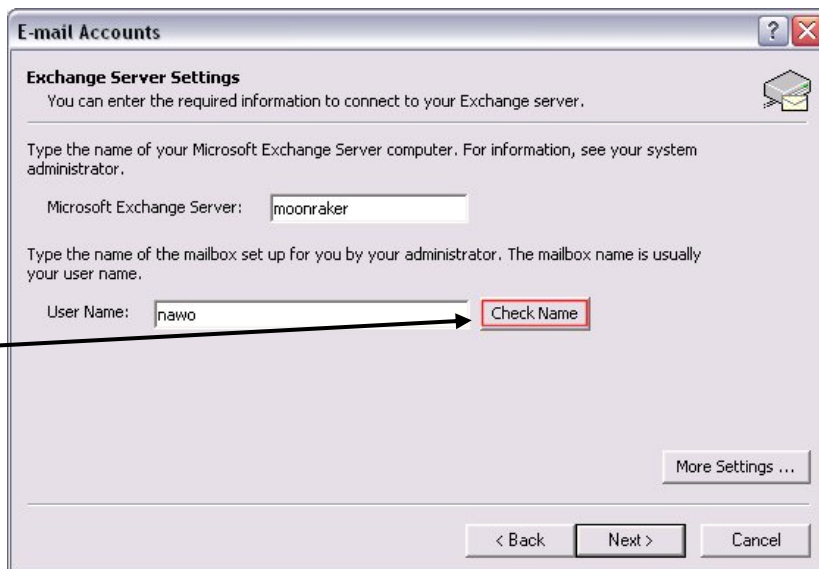
In the Microsoft Exchange Server box put:-

Moonraker

In the User Name box put:-

“Your ISS logon ID”

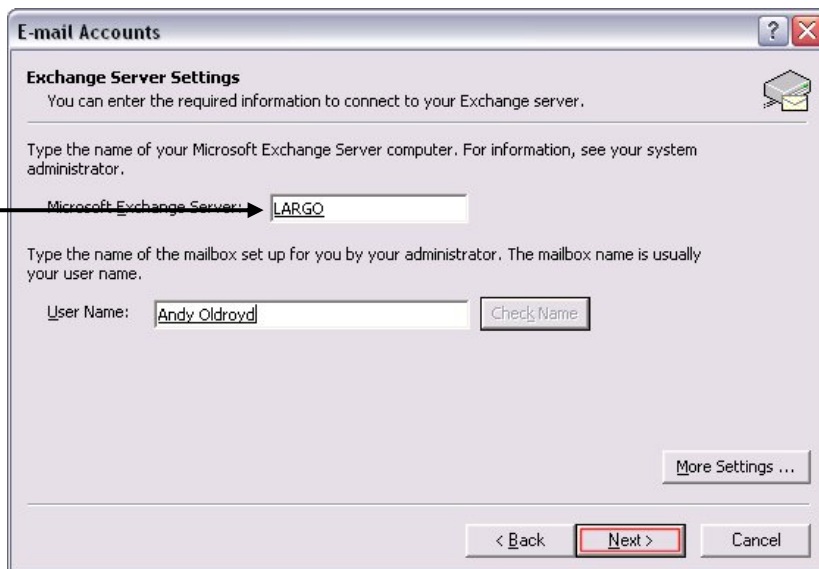
Click “Check Name”



It will now check and correct the settings with the server.

(For this account the correct server name was LARGO it was corrected automatically)

Click “Next”



Outlook is now successfully configured.

Click “Finish” and Outlook will load up.

