Outlook Update Bug

Tuesday, October 23, 2018 9:12 AM

ISSUE:

When a user gets this prompt when opening Outlook with their Exchange mailbox it is due to a flaw in a recent Microsoft update for Outlook.



The solution to this issue is to delete all AutoDiscover xml files in the user profile, edit the registry by removing the non-elshosted.com AutoDiscover entries and adding a new entry and enabling it, then creating a new Outlook profile for the user's exchange account.

Solution:

On the affected computer open regedit and browse to Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\AutoDiscover\RedirectServers then select and delete all non-mail.elshosted.com AutoDiscover files:



In the AutoDiscover folder create a new DWORD (32-bit) Value registry entry:



| File Edit View Fav Computer\HKEY CUR | rorites Help RENT USER\Software\Microsoft\Off | fice\16.0\Outlook\AutoDiscover | | |
|---|---|---|--|--|
| **** | Common Accel Excel Groove Lync MAPI | Name (Default) ExcludeExplicitO365Endpo | Type REG_SZ Modify Modify Binary Data | Data (value not set) 0x00000000 (0 |
| ~ | Outlook AddInLoadTimes Addins Appointment Request | | Delete Rename | |

Enable the value by changing the Value data from "0" to "1", then click "OK".

| value hame. | |
|--------------------------|--------------------------------|
| ExcludeExplicitO365Endpo | int |
| Value data: 1 | Base Hexadecimal Decimal |

Browse to C:\Users\<Current User>\AppData\Local\Microsoft\Outlook and delete all AutoDiscover XML files:

| 1 | Nam | e | | Date modified | Туре | Size |
|---|-------|--|--------------------------------|---------------------|-------------------|------------|
| | 1 | 6 | | 10/17/2018 3:00 PM | File folder | |
| | 📕 g | liding | | 5/11/2016 3:17 PM | File folder | |
| | C | Offline Address Books | | 9/18/2018 3:57 PM | File folder | |
| | R | loamCache | | 10/16/2018 6:49 PM | File folder | |
| 1 | 8 🗋 🗹 | 95b66252296274eacec48f5514e6250 - Auto | Siscover.xml | 10/17/2018 12:36 | XML Document | 5 Ki |
| | ຈິ n | napisvc.inf | Type: XML Do | cument3/2018 12:49 | Setup Information | 2 K8 |
| | e 🔝 | cott@harvequip.com - Scott.ost | Size: 4.79 KB Date modified | ± 10/17/2018 242 PM | Outlook Data File | 22,901,064 |

Browse to C:\Users\<Current User>\AppData\Local\Microsoft\Outlook\16 and delete all AutoDiscover XML files:

| | Layou | PRI EIR HER | | in/inve | |
|----|---|---------------------|--------------|---------|---|
| Th | s PC > OS (C:) > Users > SCOTT MILLER > AppData > Local | Microsoft > Outlook | < > 16 | ~ | Ö |
| ^ | Name ^ | Date modified | Туре | Size | |
| | AutoD.DefaultPFM@elshosted.com.xml | 10/17/2018 12:36 | XML Document | 5 KB | |
| | AutoD.outlook_9FF71D6F5C21D866@outlook.com.xml | 10/17/2018 1:04 PM | XML Document | 4 KB | |
| | AutoD.scott@harvequip.com.xml | 10/17/2018 3:00 PM | XML Document | 5 KB | |

Create a new Outlook Profile for the user

Within Control Panel open the 'Mail" app:

| the inter∼ Kapio storage recrimology | 14 |
|--|----|
| Mail (Microsoft Outlook 2016) (32-bit) | 0 |
| Se Denne Ontines | ÷. |

Click the "Show Profiles" button:

| (2) Mail | Setup - Outlook | × |
|-----------|--|----------------|
| Email Ac | counts | |
| <u></u> | Setup email accounts and directories. | Email Accounts |
| Data File | 5 | |
| 63 | Change settings for the files Outlook uses to store email messages and documents. | Data Files |
| Profiles | | |
| | Setup multiple profiles of email accounts and data files. Typically, you only need one. | Show Profiles |
| | | |
| | | Close |

Click the "Add" button:

| (a) Mail | × |
|--|---|
| General | |
| Ine following profiles are set up on this compute: | |
| Outlook | |
| | |
| × | |
| | |
| Add Remove Properties Copy | |
| When starting Microsoft Outlook, use this profile: | |
| O Prompt for a profile to be used | |
| Always use this profile | |
| Outlook ~ | |
| | |
| OK Cancel Apply | |
| | |

| New Profile | × |
|--------------------|--------|
| Create New Profile | OK |
| Profile Name: | Cancel |

Type in the user credentials, then click "Next >":

| Tour Name: Scott Miller | |
|---|--|
| | |
| Example: Ellen Adams | |
| Email Address: scott@harveguip.com | |
| Example: ellen@contoso.com | |
| Password: | |
| Retype Password: | |
| Type the password your internet service provider has given you. | |
| Manual setup or additional server types | |
| | |
| | |
| | |

Type in the password in the Windows Security prompt and click the "Remember my credentials" checkbox, then click "OK":



After the account is created click the "Finish" button:

| Add Account | | ~ 光 |
|--|---------------------------------|---------------------|
| ionfiguring | | |
| Outlook is completing the setup for your account. This m | ight take several minutes. | |
| Establishing network connection | | |
| Searching for scott@harvequip.com settings | | |
| Logging on to the mail server | | |
| eorgeneenderse room ettilde oktoomik mas sakkessinnin | sounger calana is ready to use. | |
| Change account settings | | |
| Set up Outlook Mobile on my phone, too | | Add another account |
| | | |

Select the new profile in the Mail app, then select is from the "Always use this profile" dropdown menu, then click "OK":



Open Outlook and you may now continue working in Outlook while the mailbox synchs up.