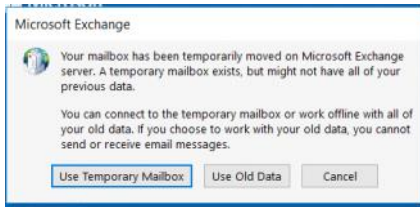


# Outlook Update Bug

Tuesday, October 23, 2018 9:12 AM

## ISSUE:

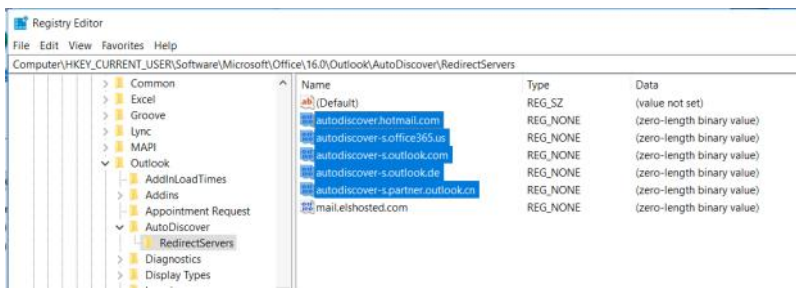
When a user gets this prompt when opening Outlook with their Exchange mailbox it is due to a flaw in a recent Microsoft update for Outlook.



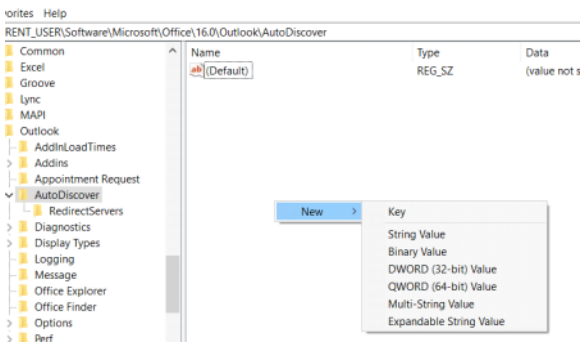
The solution to this issue is to delete all AutoDiscover xml files in the user profile, edit the registry by removing the non-elshosted.com AutoDiscover entries and adding a new entry and enabling it, then creating a new Outlook profile for the user's exchange account.

## Solution:

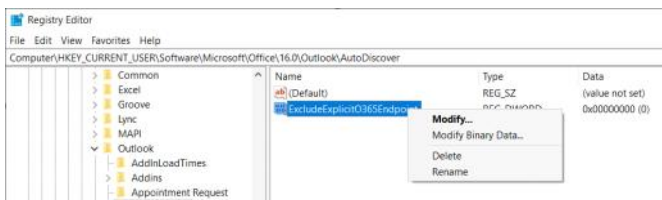
On the affected computer open regedit and browse to Computer\HKEY\_CURRENT\_USER\Software\Microsoft\Office\16.0\Outlook\AutoDiscover\RedirectServers then select and delete all non-mail.elshosted.com AutoDiscover files:



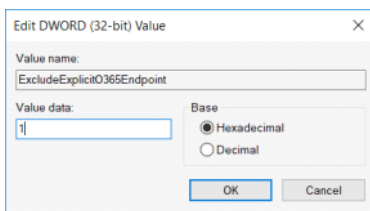
In the AutoDiscover folder create a new DWORD (32-bit) Value registry entry:



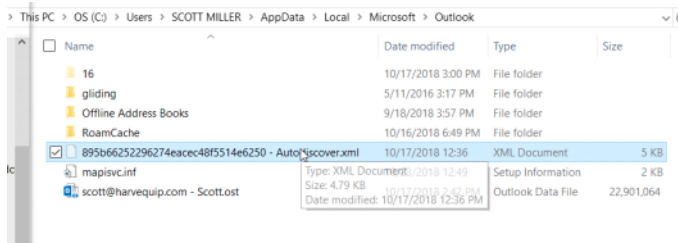
Name the new value: **ExcludeExplicitO365Endpoint**



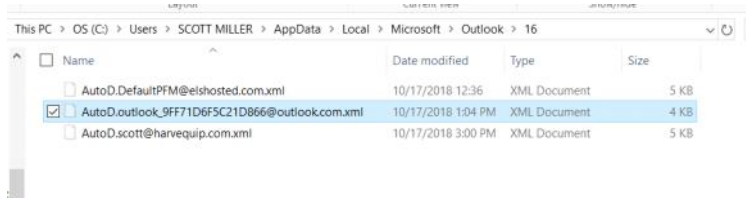
Enable the value by changing the Value data from "0" to "1", then click "OK".



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

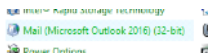


Browse to C:\Users\<Current User>\AppData\Local\Microsoft\Outlook\16 and delete all AutoDiscover XML files:

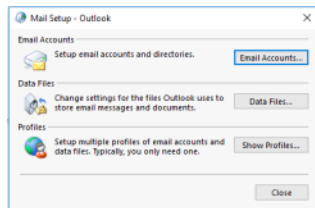


Create a new Outlook Profile for the user

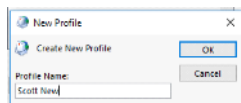
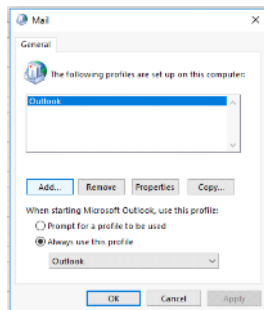
Within Control Panel open the 'Mail' app:



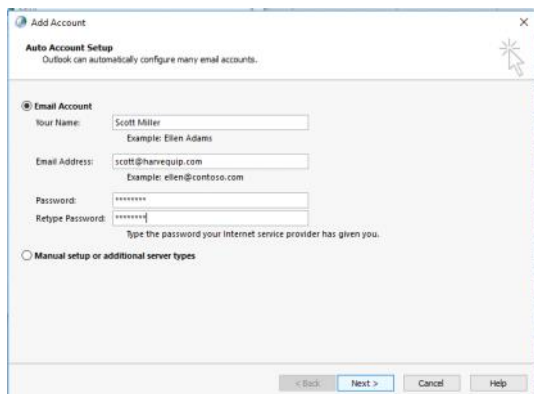
Click the "Show Profiles" button:



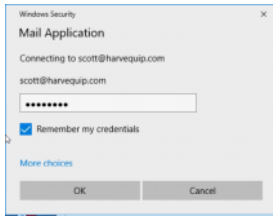
Click the "Add" button:



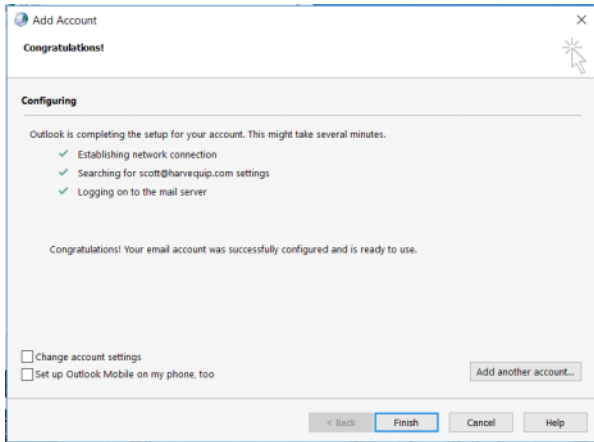
Type in the user credentials, then click "Next >":



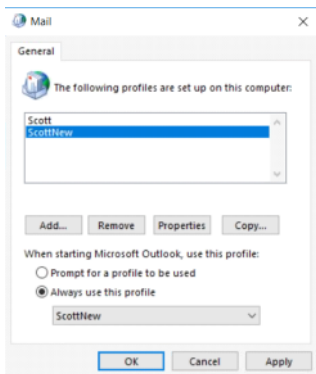
Type in the password in the Windows Security prompt and click the "Remember my credentials" checkbox, then click "OK":



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



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 syncs up.