How to Configure Outlook 2016 to connect to Exchange 2010

Currently Outlook 2016 is the version of Outlook supplied with Office 365.
Outlook 2016 will install and work correctly on any version of Windows 7, Windows 8 or Windows 10.
Outlook 2016 *won't* install on Windows XP or Vista.
32-bit versions of Outlook 2016 will install on 64-bit versions of Windows but 64-bit Outlook won't install on 32-bit Windows. The Office 2016 installation package includes both 32 and 64 bit versions and so if your Windows is 64-bit then I would recommend installing the 64-bit version of Outlook.
64-bit software can make use of all the memory installed in your computer while 32-bit software is limited to 4 gigabytes. If you happen to have the 32-bit version of Office installed on your computer it's unlikely that the memory limitation will ever cause a problem.

These instructions describe how to setup Outlook 2016 64-bit on a Windows 10 Pro 64-bit PC, but the process is very similar for all the other versions of Windows 7, Windows 8 and Windows 10.

Outlook 2016 is available as a separate program but usually comes as part of the Office 2016 or Office 365 program suite. Be aware that there are several different versions of Office 2016/365 and they don't all include Outlook.

Outlook 2016 is able to connect to an Exchange server over the Internet, as opposed to an Exchange server located on the same LAN.
This type of connection is called an **Outlook Anywhere** connection.

Outlook 2016 *must* use the AutoDiscover feature to connect to Exchange.
Unlike earlier versions, Outlook 2016 has no option to enter the Exchange server details manually and so, before you begin, you must ensure that an AutoDiscover CNAME DNS record exists for the domain that you are going to use in you main email address.
See our PDF guide called **DNS records required for a Pushex hosted Domain** for help on how to create the required AutoDiscover record.
If this looks too difficult then we're happy to setup this, and other DNS record for you if you let us know the logon details for your DNS control panel. This is usually at the same website where you bought your domain. There is a section at the end of this document about scenarios in which an AutoDiscover record may be difficult to arrange.

Another hassle with Office 2016 is that it wants to connect to an Exchange server using the MAPI-over-HTTP transport protocol while Exchange 2010 only supports the slightly different RPC-over-HTTP transfer protocol. The designers of Outlook 2016 chose not to make this automatic or even a option available within Outlook and so a Registry setting is required to force Outlook 2016 to use RPC-over-HTTP.
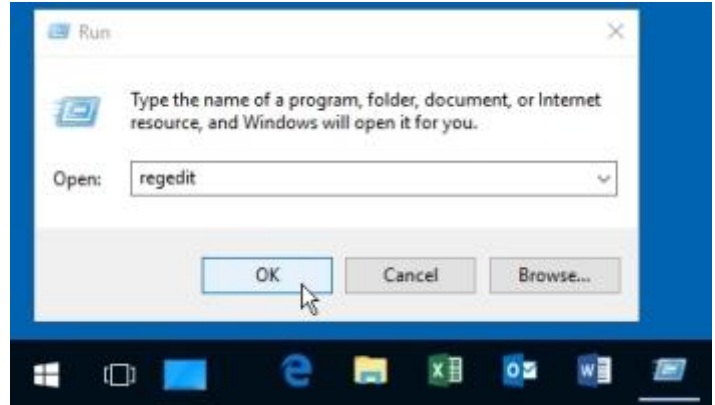We'll begin by creating this Registry entry.

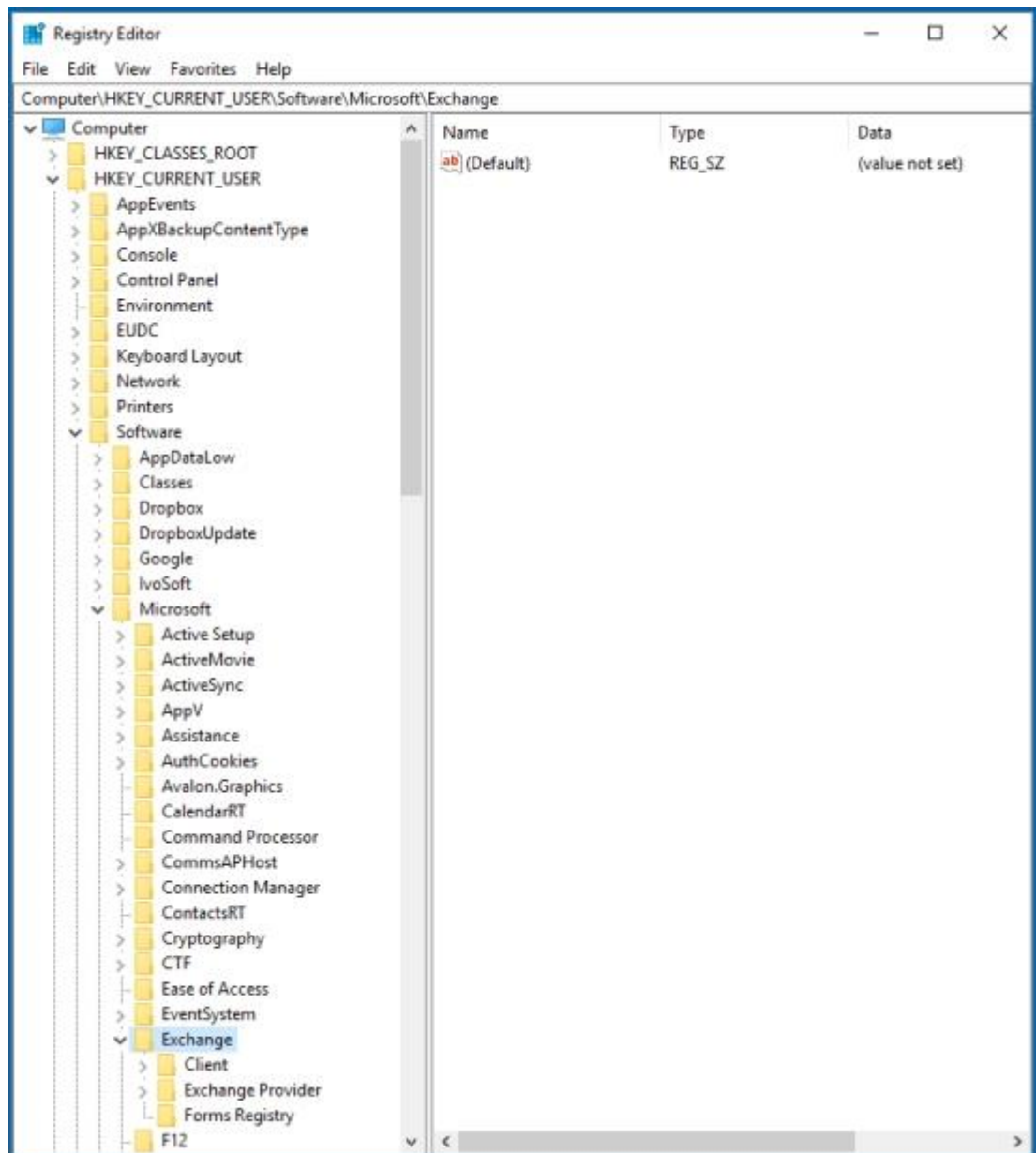# 1 – Creating the required Registry entry for Outlook 2016

People are usually warned against making any changes to the Registry in case they mess up their Windows

installation but, because of the way Outlook 2016 was designed, there's no choice. One new value needs to be added so we're not changing or deleting any existing settings but I guess there is still a risk.

At the end of this section we show you how to create a REG file which will automatically create the required value for you.

So to edit the Registry, right-click on **Start** and chose **Run** then type **regedit** and click: **OK**
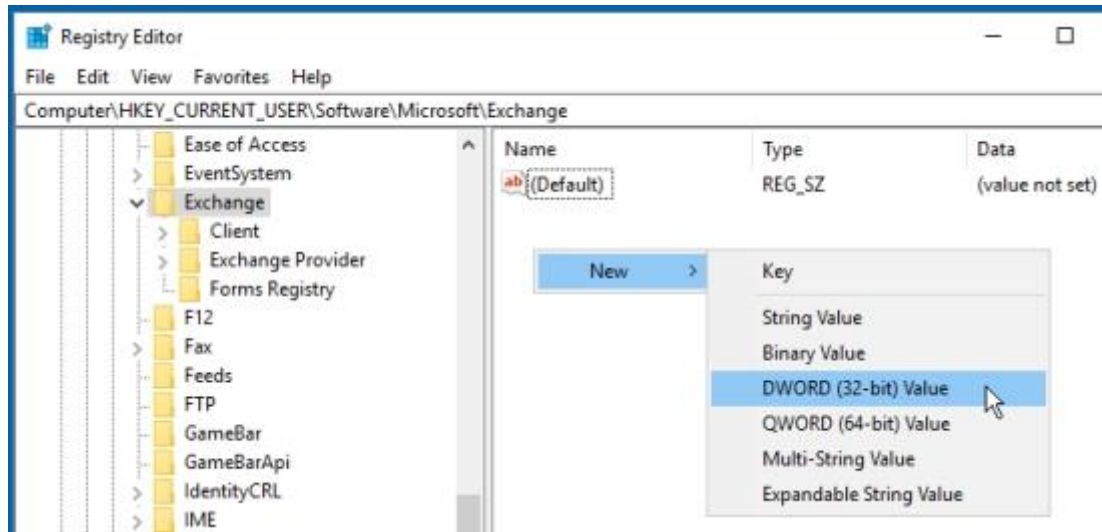
You need to navigate to: **Computer\HKEY_CURRENT_USER\Software\Microsoft\Exchange**
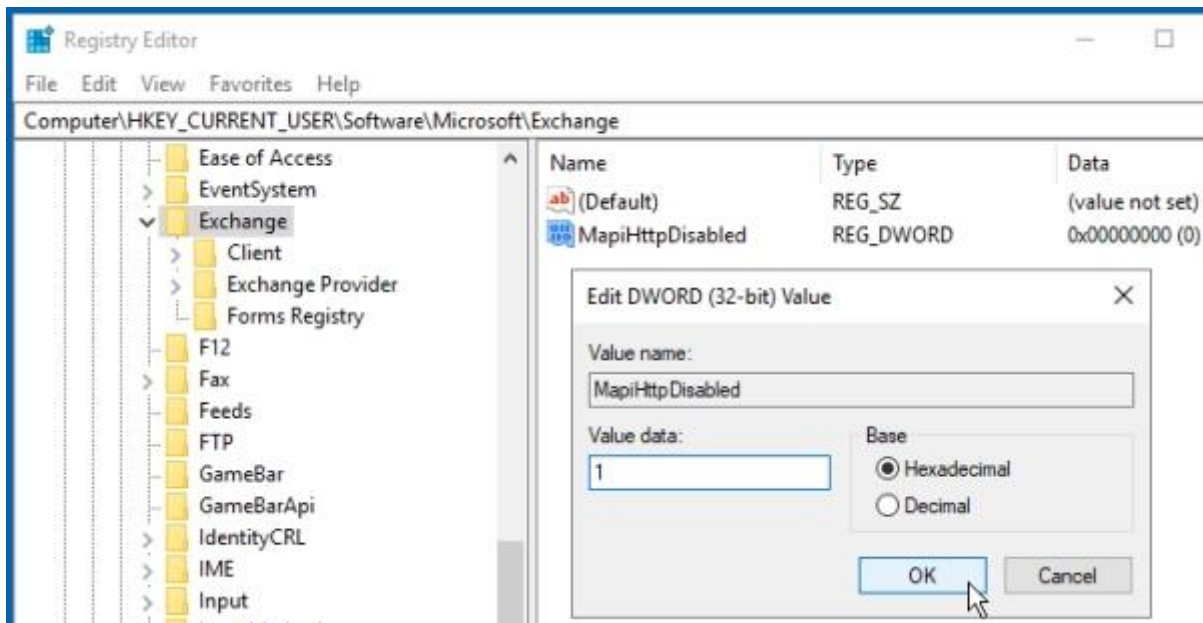
Right-click in the whitespace under **(Default)** in the right-hand column and select:-

New   >   DWORD (32 bit) Value

Name the new Value: **MapiHttpDisabled**

Double-click on the this new value to open a box where you can change its value to **1**

(1 Hexadecimal is the same a 1 Decimal.)

Close **Regedit** – no need to save anything – and reboot your computer for the Registry edit to take effect.

It's possible that the **Exchange** key might not exist in which case you'll first need to create a new Key under **Computer\HKEY_CURRENT_USER\Software\Microsoft**
There's no need to create any of the sub-keys under Exchange shown above.

Creating a REG File

A REG file is a text file containing Registy information that can be imported into the Registry without having to open Regedit and so avoids typos or other mistakes. You still need to know how to view and change a file's extension name.

We're not providing a ready-made file for you to download as browsers see this type of file as dangerous and are reluctant to download them.

Create a new TXT file on the Desktop (or anywhere else you like) called **outlook2016.txt** and copy and paste the following into it:-

```
Windows Registry Editor Version 5.00
[HKEY_CURRENT_USER\Software\Microsoft\Exchange]
"MapiHttpDisabled"=dword:00000001
```

Save the file and change the filename extension to **.reg** then double-click on this REG file, accept all the warnings, reboot and you're ready to move onto the next section.

2 - Creating an Outlook Anywhere profile

Windows 10 comes with a built-in Mail app that can connect to our Exchange server and automatically receive emails as they arrive at the server. This behaves like the mail app on smartphones and it's missing many of the features of Outlook – such as being able to display all your folders at once. You can just about access all your Outlook data but, if you have Outlook 2016 installed then this is what you will want to use for email.
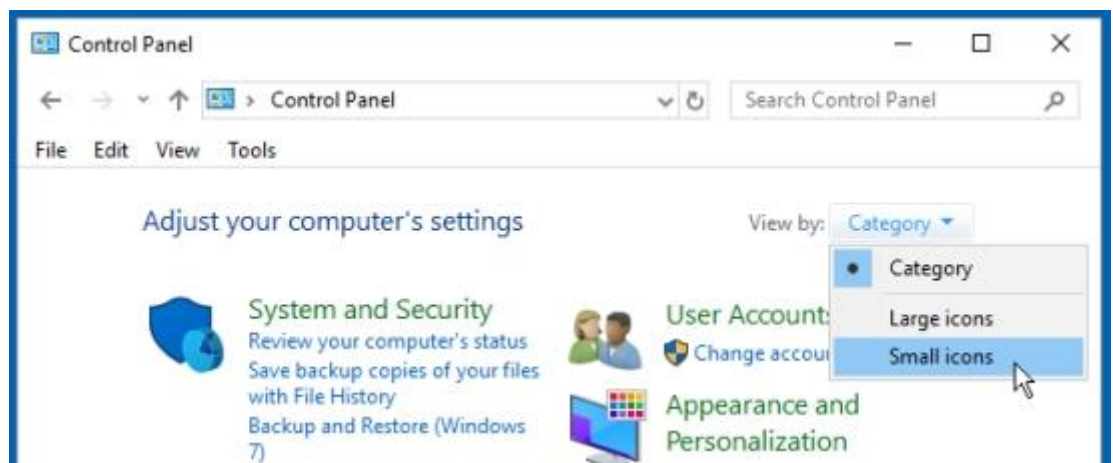
First here's a trap:-

In Windows 10, if you click on **Start – Settings – Accounts – Email & app accounts**

then click on **Add an account - Choose an account – Exchange**

You might think you're adding an account to Outlook 2016 but you are actually adding an account to the Mail app. You need to setup an Outlook profile from the **Control Panel** which, in Windows 10, is harder to find than it should be and seems to get harder with every new version. This is because Microsoft wants you to use the **Settings** app to make any changes and this would be fine if it had a way to setup an Outlook profile but currently it doesn't. There are a number of ways to get to the Control Panel and here's just one of the easiest:-

First make sure that Outlook isn't running and then:-

Right-Click on **Start**, select: **Run**, type: **Control Panel** and then click: **OK**

If the Control Panel is in the default **Category** view, change it to:-
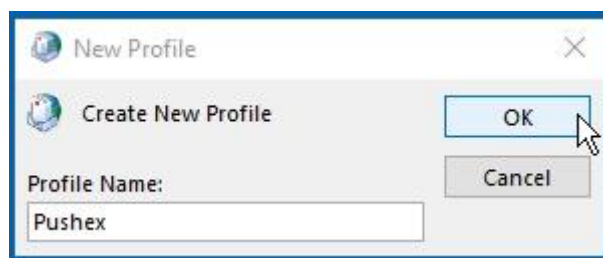**Small icons**

In **Control Panel**, click on the **Mail** icon: 🔵 Mail
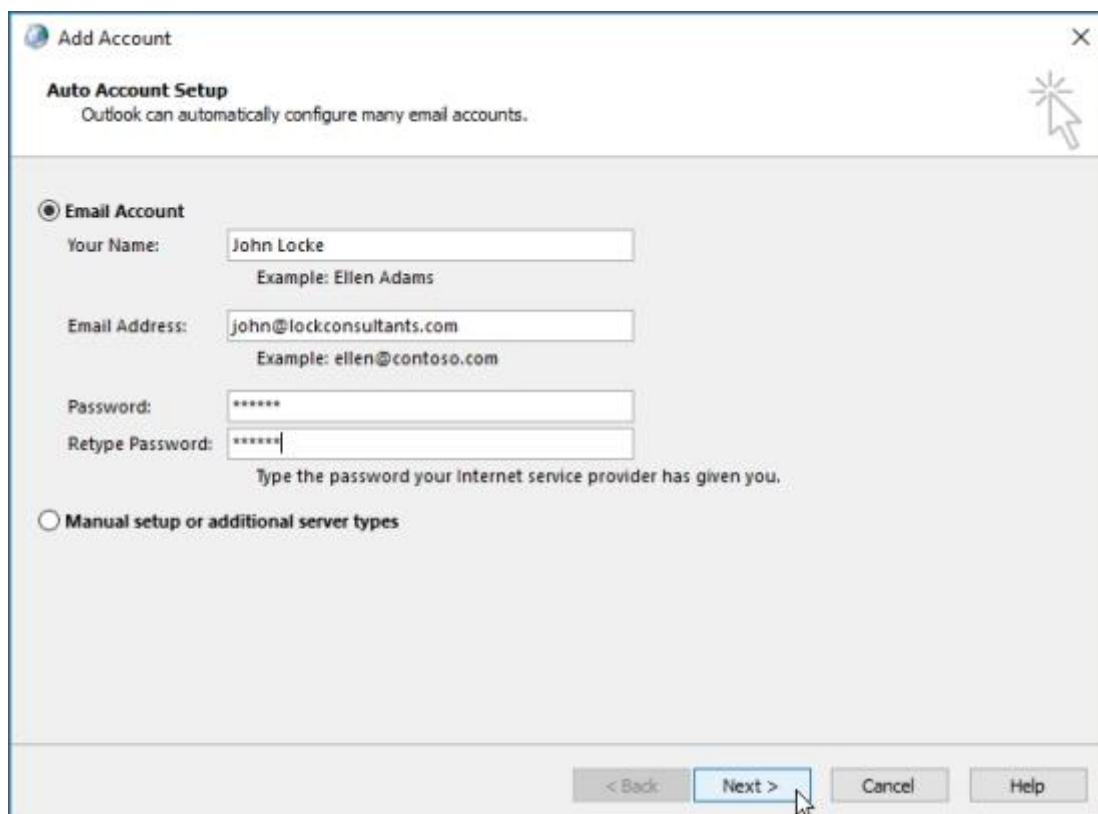
Then click: **Show Profiles… - Add…**

and for Profile Name let's choose:-

 pushex

(The profile name is only for your reference so you can call it anything you want.)

Enter your name (usually just firstname and lastname), main email address and password into the following

screen, then
click: **Next >**

The **Manual setup** option is for other types of accounts and it *will not work* for an Exchange account.

While Outlook is "Searching for your mail server settings…", you may get this security warning pop-up:-
(If it doesn't then you'll see it later when you start Outlook.)

You have to click: **Allow**
in order for AutoDiscover to work.

We also recommend that you select:
Don't ask me about this website again
so you won't see this warning every
time you start Outlook.

You'll then get a pop-up window asking for your password:-

(In the case opposite, the username was supplied but it's possible that it isn't or is wrong.
More choices allows you to enter a different username. Each mailbox has 2 usernames: your main email address and one we allocate that is usually in the format:-
firstname.lastname

If you use this other username you need to also supply the domain name, so you would enter:-
pushex\john.locke

If you don't want to have to enter your password each time Outlook starts, select**:-
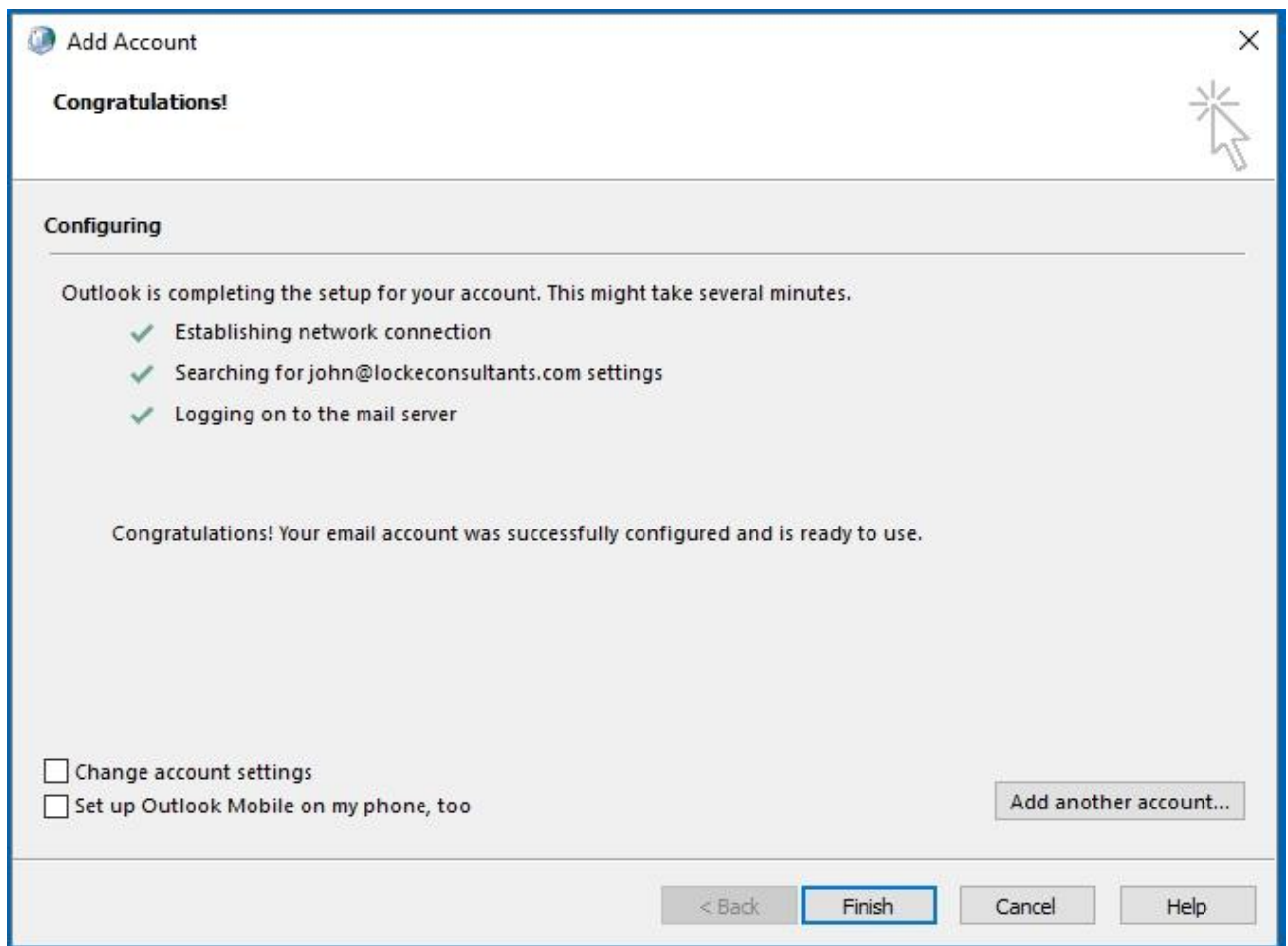Remember my credentials**
This step is actually creating an entry in the Windows Vault that you can see in:-
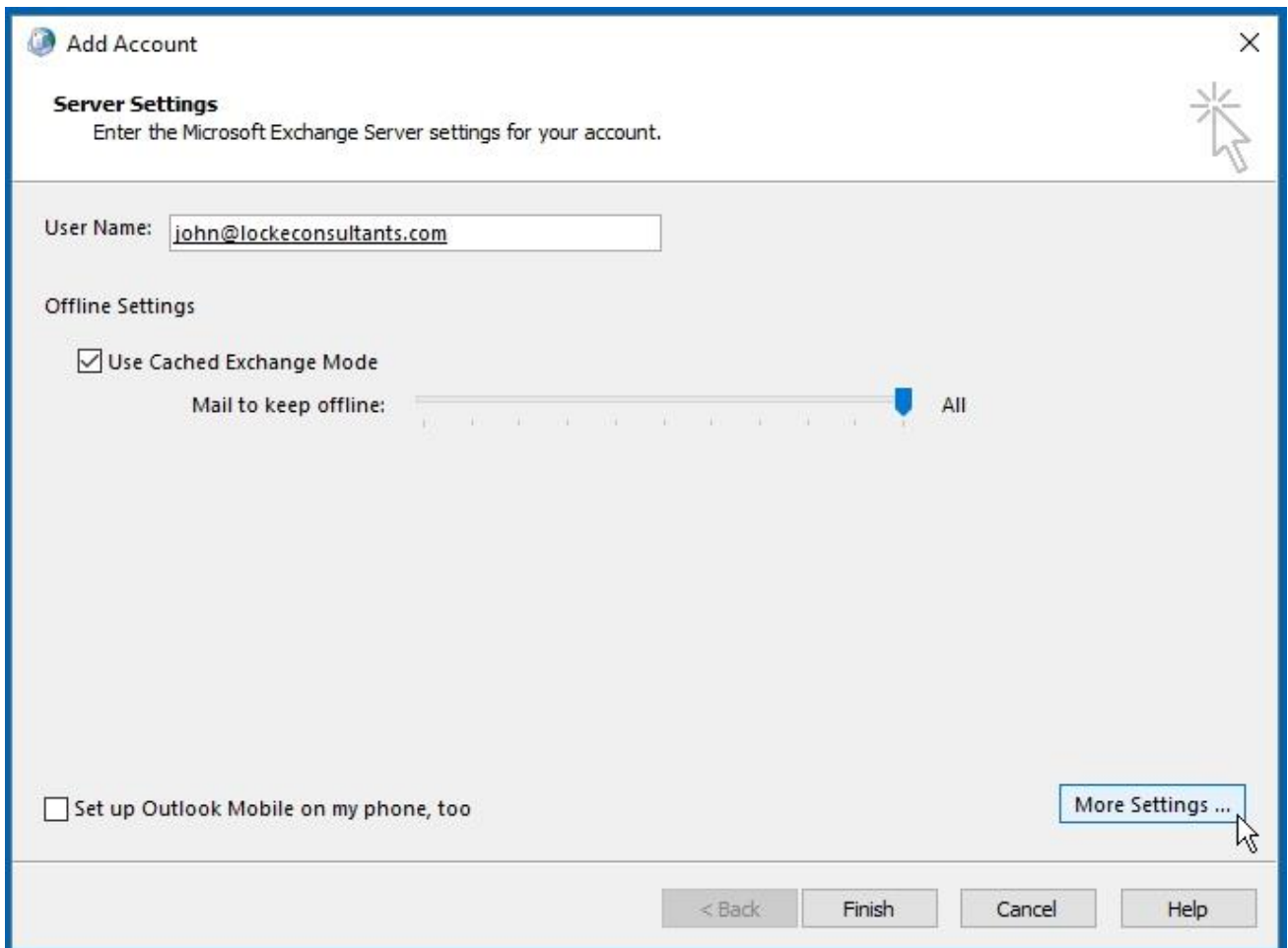**Control Panel – User Accounts - Manage your credentials –Windows Credentials**

Windows Security	✕
Mail Application	
Connecting to john@lockeconsultants.com	
john@lockeconsultants.com	
●●●●●●	
☑ Remember my credentials	
More choices	
OK	Cancel

This screen means that the AutoDiscover process has completed successfully:-
(This can take several minutes.)

Add Account ✕

Congratulations!

Configuring

Outlook is completing the setup for your account. This might take several minutes.

✔ Establishing network connection
✔ Searching for john@lockeconsultants.com settings
✔ Logging on to the mail server

Congratulations! Your email account was successfully configured and is ready to use.

☐ Change account settings
☐ Set up Outlook Mobile on my phone, too   Add another account...

< Back   **Finish**   Cancel   Help

Things aren't quite right yet so select: **Change account settings – Next >**

Don't select: **Set up Outlook Mobile on my phone, too** as this just texts you a link to download the Outlook Mobile app which most people don't need because a smartphone's built-in email app is fine.
We have separate instructions on how to setup your account on your smartphone.

In the window below, keep **Use Cached Exchange Mode** selected, move the slider all the waty to the right so that all of your mailbox is available offline and click: **More Settings…**

The slider above allows you to choose what proportion of the master copy of your mailbox, stored on our servers, is also stored as a local copy on your computer.
Setting it **All** means that, if you can't get a connection to the Internet, everything is still available to search.
It's also insurance against the unlikely event of there being a disaster with all of our servers or our company going out of business when you would still have a full copy of your Outlook data on your local PC.

The only times it might makes sense to choose a lesser amount to store locally is:-
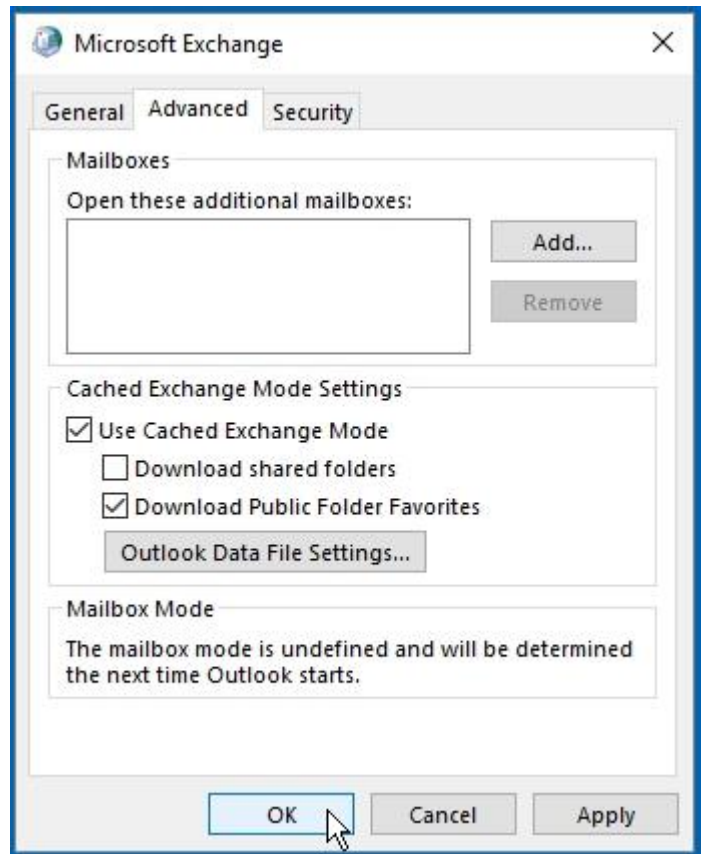
1 - If you are using a computer to run Outlook for just a short time and you don't want to overload your Internet connection by having up to 10gb of Outlook data downloaded.

2 – You have an enormous mailbox (>20gb) and the continuous synchronisation and indexing effort is slowing Outlook down.

Go to the **Advanced** tab.

Deselect: **Download shared folders**
(It can cause problems)

Select: **Download Public Folder Favorites**
If you aren't using any Public Folders at the
moment it doesn't hurt to select it.
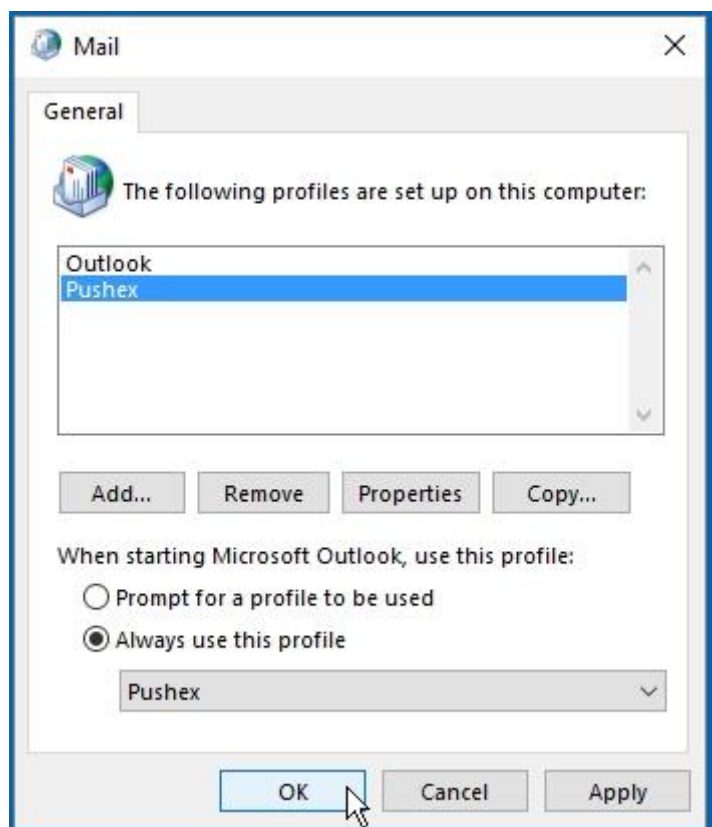
Click: **OK - Finish**

You now return to the Outlook profiles window:-The new **pushex** profile you've just created will be visible in
the top part of the window, along with any other pre-existing profiles.

Select :**Always use this profile** and then select
the **Pushex** profile from the drop-down list so
that Outlook will use this the every time it starts.

(If you still need to regularly use your old Outlook profile –
perhaps until your email archive has been migrated to our
system – you can select instead: -
Prompt for a profile to be used)

Click: **OK** and then close the **Control Panel**
window, if it's still open.

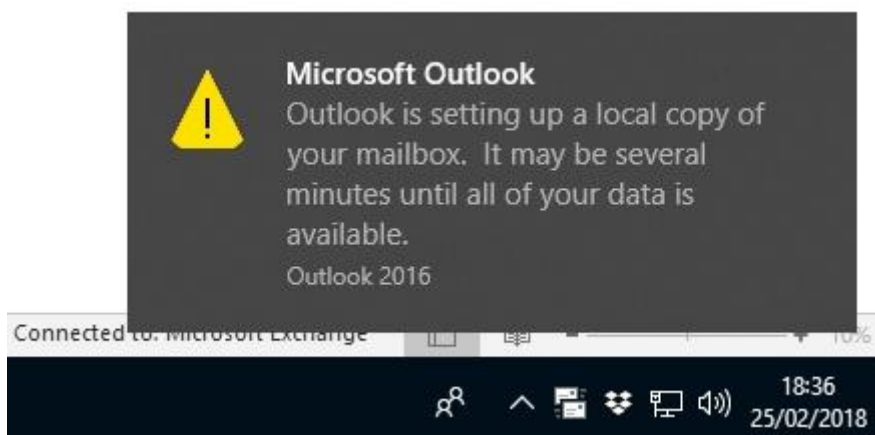Outlook 2016 is now configured to access our Exchange servers.

3 - Running Outlook for the First time

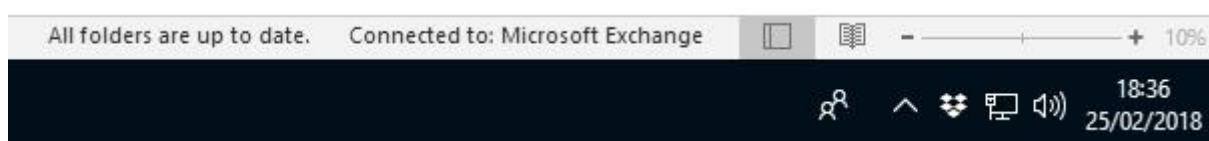Click on the Outlook icon to start the program.

If you selected **Remember my credentials** during setup, Outlook should just start without any prompting for your password.

After the main Outlook window opens you should see this in the bottom right corner:-

This means Outlook is connected to our Exchange server and ready for use:-

4 - Optional Extra Setup Tasks

Here is a list of things we do after creating a new Outlook profile to streamline the way Outlook works with our servers. Feel free to skip any steps you don't agree with or that don't fit the way you like to work.
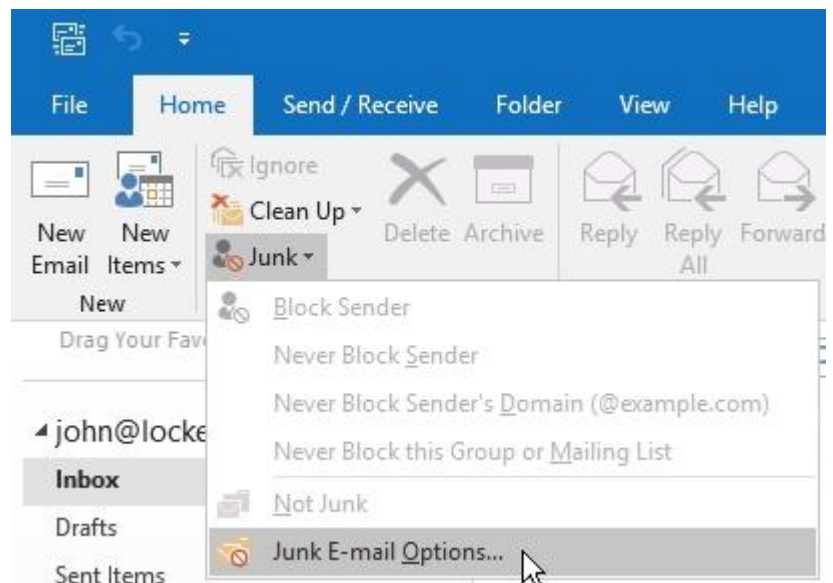
1 - Stop Outlook performing its own Spam Filtering

Our Internet-facing servers perform spam and malware filtering on all incoming emails before they arrive in Exchange.

With spam filtering you only want *one* system to be in charge of determining if an email is spam, otherwise you don't know which system to blame when an email is miss-classified.

We recommend that you turn off Outlook's built-in Junk E-Mail filtering feature.

In Outlook, from the **Home** tab click on **Junk** and then **Junk E-mail Options...**

Select:-

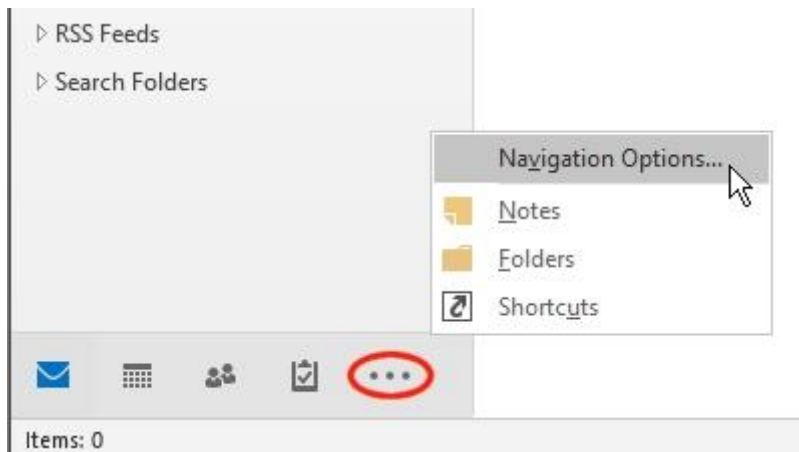**No Automatic Filtering. ...**

Click: **OK**

You should also disable the anti-spam features of any anti-virus program running on your PC.
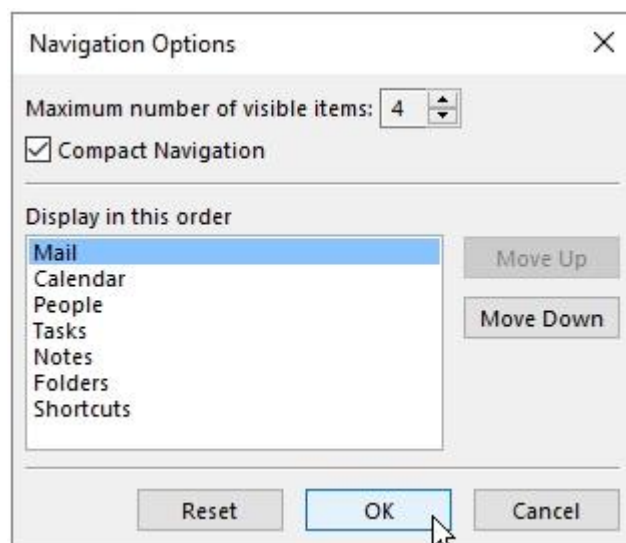
2 - Remove any Outlook Icons/Words you don't use

There may be some Outlook data-types that you don't use, such as Tasks or Notes. If so, you can remove these options from the list at the bottom left of the Outlook main screen.

To change this, click on the 3 dots (ringed in red), then select: **Navigation Options...**
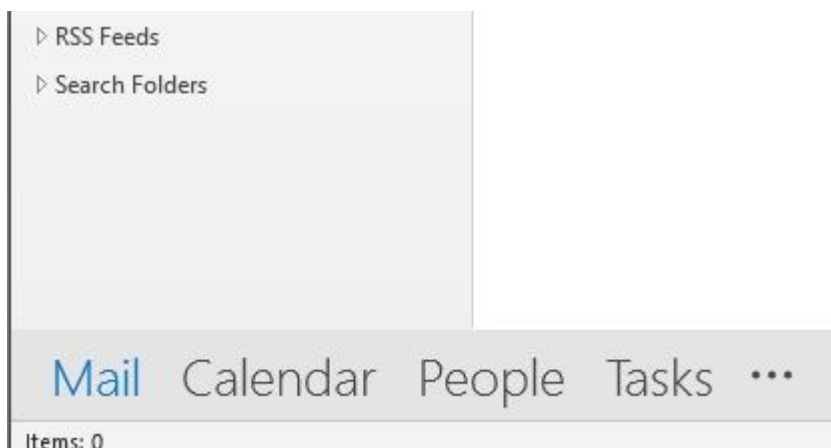

From this screen you can set how many options appear and in what order.

If you deselect **Compact Navigation** the icons are replaced by words which you may find easier.

Outlook data-types shown as words:-

3 - Make the Address Book show your contacts instead of the Global Address List

By default, the Address Book in Outlook displays the Global Address List which is just a list of everyone in your email group, and this might only be you.
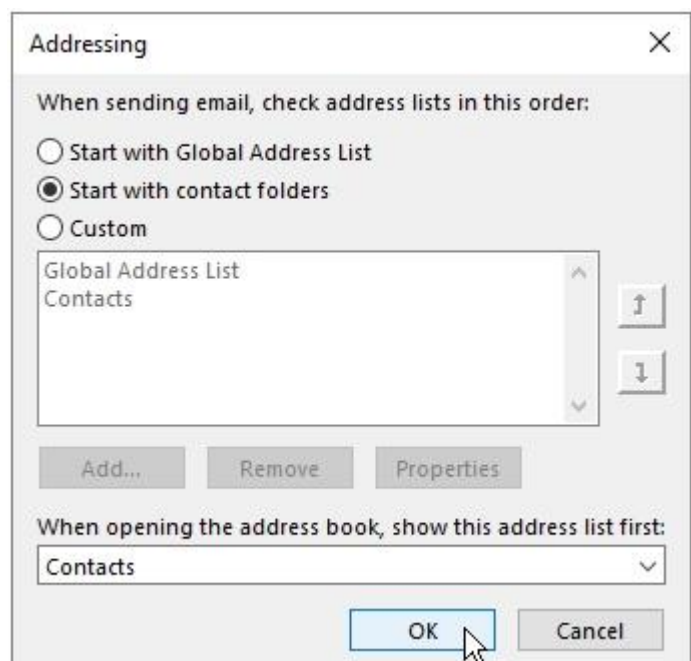It's usually more useful if the Address Book displays your Outlook contacts.

On the Home tab of Outlook, click on **Address Book** to open the Address Book and then click:-

Tools – Options…

Select the **Start with contact folders** radio button.
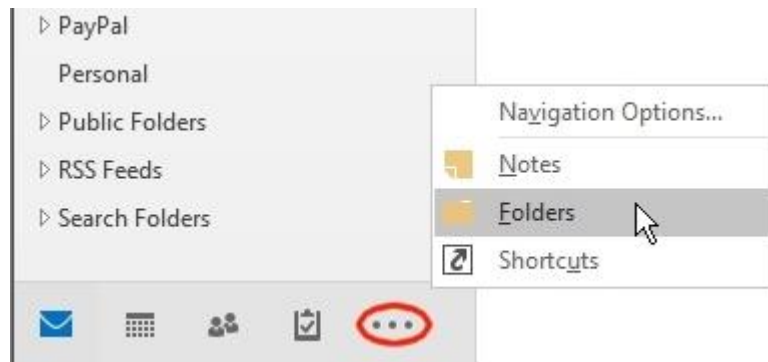
For **When opening the address book,…** select **Contacts**.

Click: **OK** and then **File – Close** to close the Address Book.

4 - Add the Public Folders you access often to Favorites

If you're part of a group that uses Public Folders, it's useful to place the ones you access frequently in **Favorites** to make them easy to access and to alert you to new unread items in these folders.

In Outlook, click on the 3 dots (ringed in red) then select: **Folders** to change the display in the left-hand column to showing all folders.
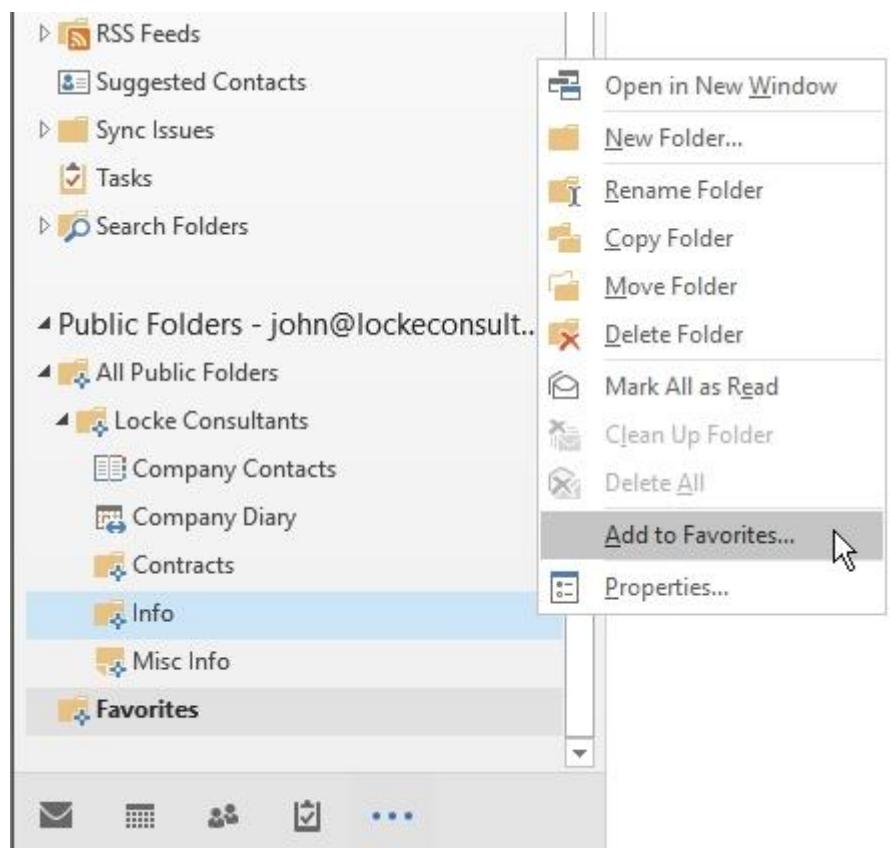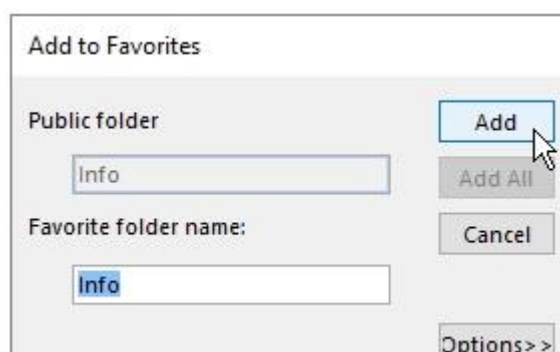
Next, it's a 2 stage process.

Stage 1
Find each Public Folder you want to add, right-click on it and choose:-

Add to Favorites…

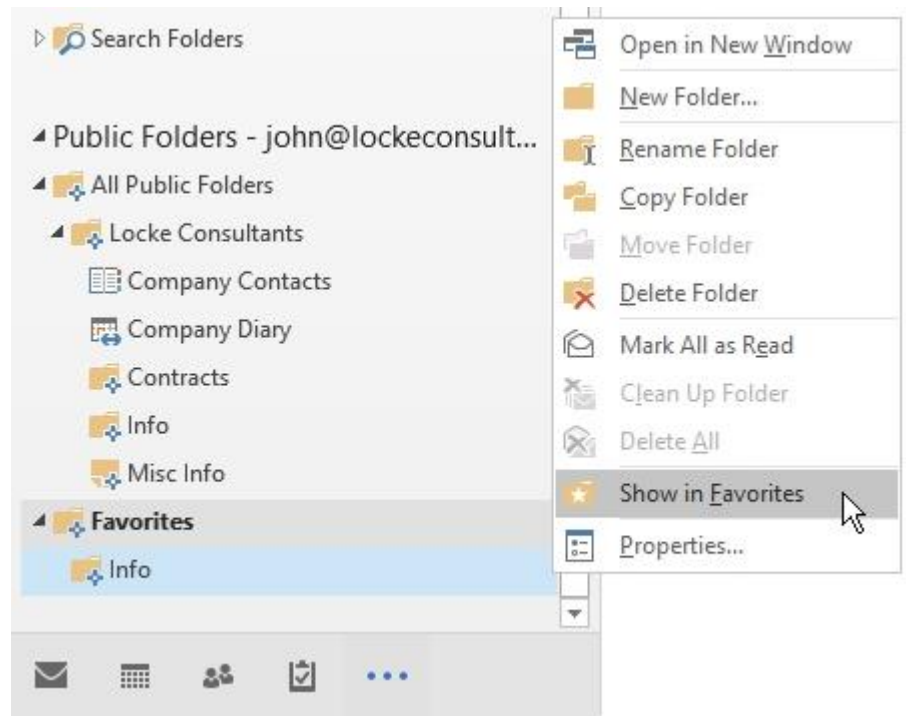Then click: **Add**

The server remebers which folders you have added to **Favorites** so you should only have to do this part of the process on one computer
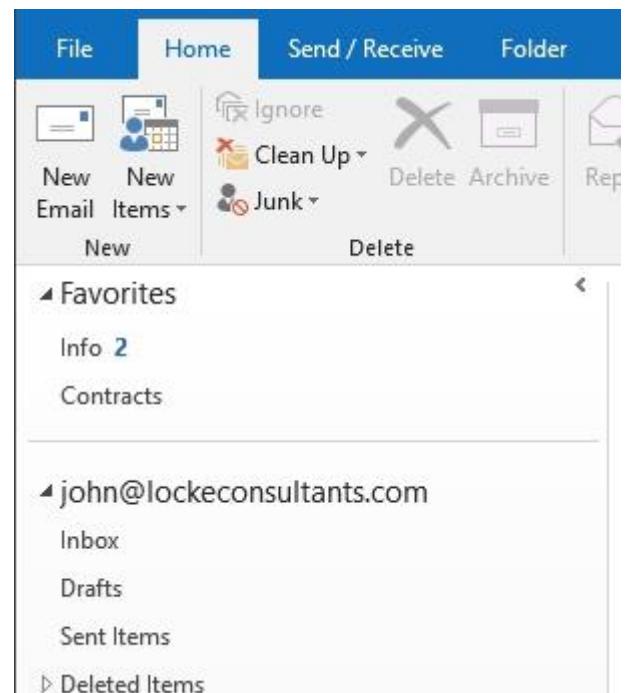
Stage 2

Find each folder under **Favorites**,
right-click and choose:-
Show in Favorites

The above process is for Public Folders that contain mail items. Public Folders that contain calendars or contacts can't appear in **Favorites** but, completing the steps in **Stage 1** is enough to make these types of Public Folders available on the Outlook **Contacts** or **Calendar** page.

Now click the mail icon to return the left-hand column to its normal appearance and the Public Folders you added will now be displayed in **Favorites:-**
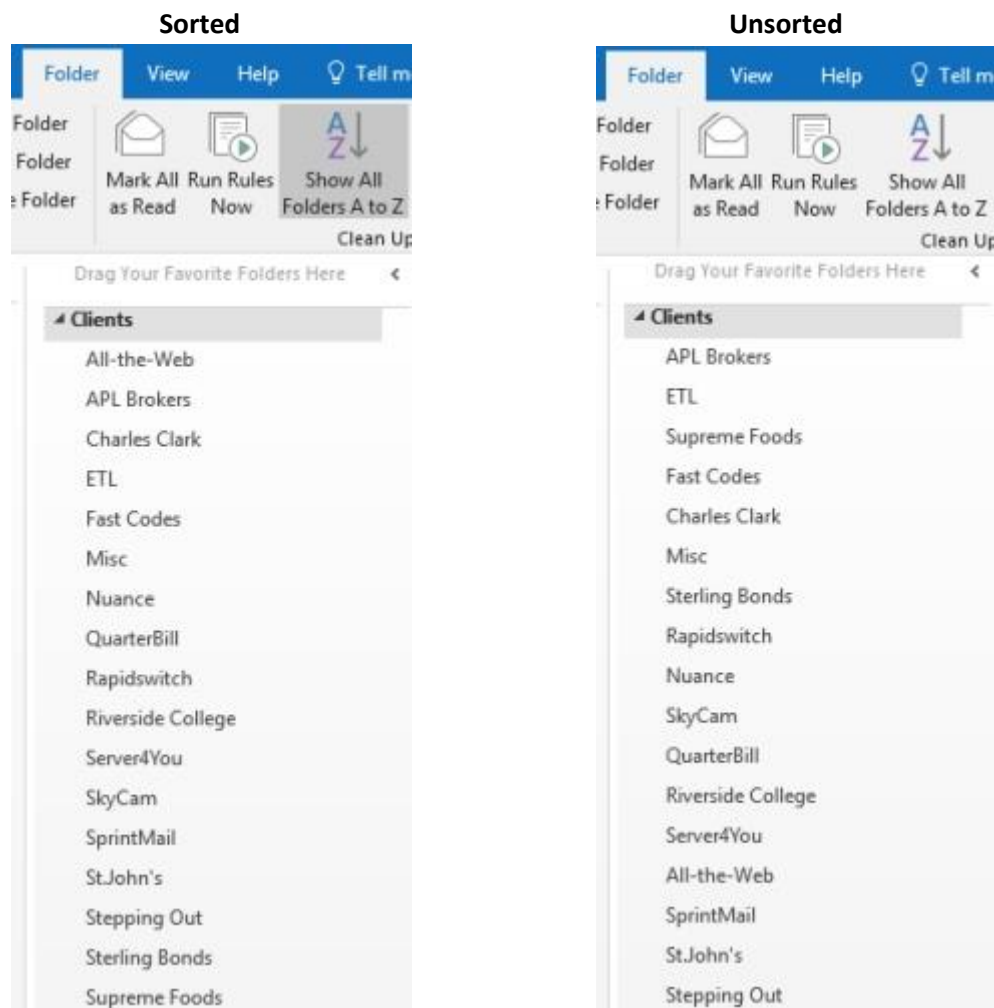
The number next to the Public Folder name indicates the number of unread emails it contains.

Occasionally, for some unknown reason, a Public Folder may disappear from **Favorites**, but repeating **Stage 2** above should bring it back**.**

5 – Change the order in which Sub-folders are displayed

You have the choice to have sub-folders, which are displayed in the left-hand column in Outlook, to be sorted in either alphabetical order or in the order you choose.

By leaving the **Show All Folders in A to Z** button on the **Folders** tab deselected, you can left-click and drag the folders around to get them in the order you want. Select the **Show All folders A to Z** button and they switch to alphabetical order, deselect it again and they goes back to the order you had previously.

This only applies to sub-folders and *not* to top-level folders.

Sorted

Unsorted

6 - Other Tasks

Create an Email Signature

In Outlook go to:-

File – Options - Mail – Signatures…

Select Spell-Checker Options

In Outlook go to:

File – Options – Mail - Spelling and Autocorrect…

Maybe you want to select: **Always check spelling before sending**

6 – How to Setup a File on your PC to act as an AutoDiscover Record

The AutoDiscover feature was introduced with Outlook 2007 to make setting up an Outlook profile easier as you only need to supply your email address and password, rather than all the server details that are required for the manul setup process. With Outlook 2016 the manual setup method was dropped so that only the AutoDiscover method is available.

AutoDiscover has 6 different ways to find the server and account details from the email address and so these details must be "published" somewhere in order for Outlook can find them. Our Exchange server uses the **HttpRedirect** method which requies a CNAME DNS record to be created for the domain part of your email address and this is done on the DNS control panel for your domain.

There are certain situations where you can't create an AutoDiscover record and so this section is about how to overcome this problem by creating a custom Autodiscover record on your PC.
You might not be able to create an AutoDiscover record if:-

1 – You don't have permission to edit the DNS records for your domain. Perhaps it's something like the, now defunct, **gb.com** domain that was shared between lots of unconnected users.

2 – There is an existing AutoDiscover record for your domain pointing to another Exchange server that other people are using but you want your mailbox on our servers.

Creating a real AutoDiscover record is a better solution so you shouldn't use the method below just because editing your DNS records sounds difficult – we can help you with that.

First you need to create the following file on your computer

C:\Autodiscover\autodiscover.xml

The XML file can have any name and be in any location but we're using the above in our example.
(Windows will make this difficult by hiding the filename extension. Also it's best to first create the file **autodiscover.txt** and rename it to **autodiscover.xml** after it has been edited.)

Edit this file in Notepad and copy and paste the following:-

```
<?xml version="1.0" encoding="utf-8" ?>
<Autodiscover
xmlns="http://schemas.microsoft.com/exchange/autodiscover/responseschema/2006">
  <Response
xmlns="http://schemas.microsoft.com/exchange/autodiscover/outlook/responseschema/
2006a">
    <Account>
      <AccountType>email</AccountType>
      <Action>redirectUrl</Action>

<RedirectUrl>https://mail.pushex.com/autodiscover/autodiscover.xml</RedirectUrl>
    </Account>
  </Response>
</Autodiscover>
```

Save the file and change the filename extension.

Second you need to edit the Registry

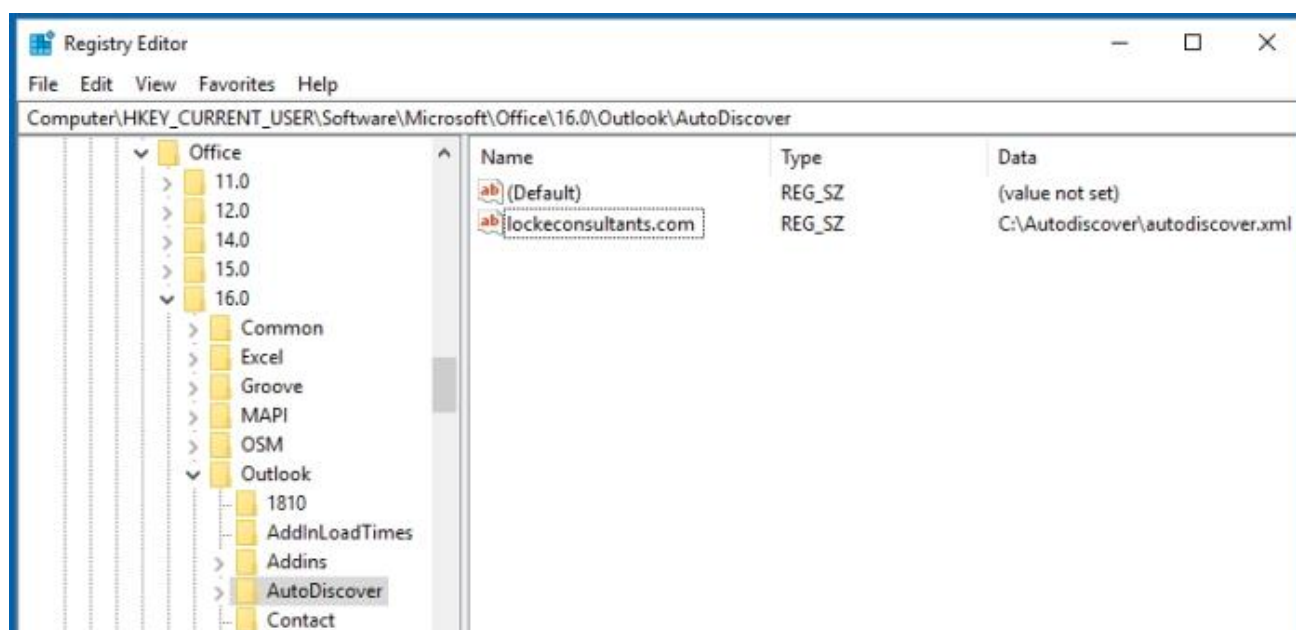Right-click on **Start** and chose **Run** then type **regedit** and click **OK**

Navigate to:-
HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\AutoDiscover

In the whitespace in the right-hand column, right-click : **New   >   String Value**

Name this new value with the domain part of your email address - in our example it's:-
lockconsultants.com   (No @ symbol!)

Double-click on the name which pops-up a window where you can change its data value to:-

C:\Autodiscover\autodiscover.xml

Close **Regedit** – no need to save anything – and you're finished.

You should now be able to setup your mailbox in Outlook 2016 following the instructions in this document.

If there is an existing AutoDiscover method already setup for your email domain that you want Outlook to ignore then you need to add all the Registry values shown in the next section and make them all equal to 1. This will force Outlook to only use the "local file" method.

7 - How to speed up the AutoDiscover process

There are 6 methods Outlook 2016 uses to find the AutoDiscover information. With a new Outlook profile I've seen it take up to 20 minutes to find the required information the first time it's started.

This is because, with our system, only the **HttpRedirect** method works and Outlook can waste time trying the other methods first.

It doesn't normally take very long so I'd recommend leaving it alone but, if you have a lot of profiles to setup and this is a pain, here's how to speed it up. Be careful if the Outlook profile contains other Exchange accounts that might use a different method for AutoDiscover.

You can tell Outlook to only use the **HTTPRedirect** method by creating some Registry values in the location:-

HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\AutoDiscover

The values are all DWORDs and should all be set to 1 except **ExcludeHttpRedirect** that should be set to 0.

The value names are:-

ExcludeScpLookup
ExcludeHttpRedirect
ExcludeHttpsAutoDiscoverDomain
ExcludeHttpsRootDomain
PreferLocalXML
ExcludeSrvRecord

As always, when editing the Windows Registry, proceed with caution.
To save you some typing, copy and paste the following into Notepad and save the file as **autodiscoverdisable.reg** then double-click on the file to import these values into your Registry.

```
Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\AutoDiscover]
"ExcludeScpLookup"=dword:00000001
"ExcludeHttpRedirect"=dword:00000000
"ExcludeHttpsAutoDiscoverDomain"=dword:00000001
"ExcludeHttpsRootDomain"=dword:00000001
"PreferLocalXML"=dword:00000001
"ExcludeSrvRecord"=dword:00000001
```

As the Registry key we're modifying is in HKEY_CURRENT_USER, this may need to be done for other users who logs onto a particular PC.