

How to Recreate Outlook Profiles

Who needs this guide?

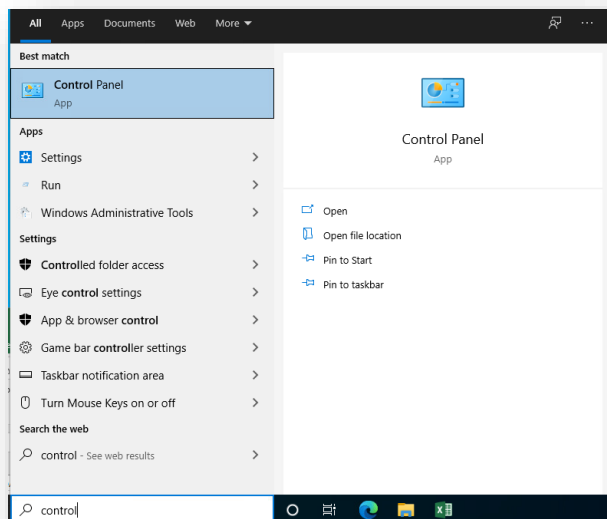
After a server migration from one Exchange Server to another is performed, Outlook clients need some manual configuration to connect with the new environment. Setting up Outlook Profiles is one of the last steps in the final (clean-up) post-migration stage.

Why this User Guide?

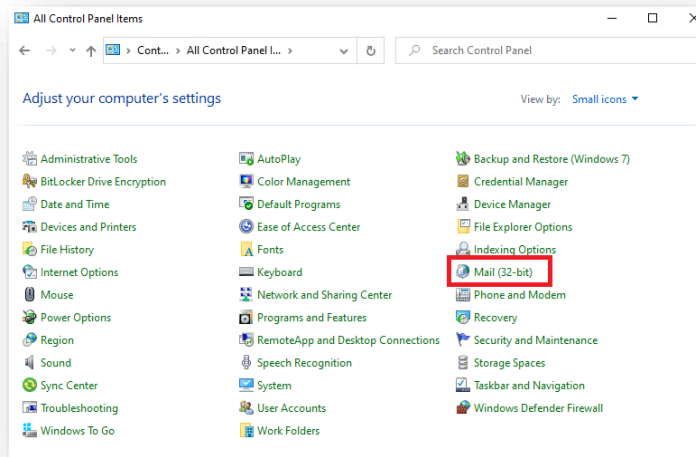
After a mailbox migration, pre-migration Autodiscover records are cached in the registry. As a result, Outlook cannot connect to the new environment. Recreating Outlook profiles is the quickest way to reconnect Outlooks to the new environment. The method presented below can be used without installing any third-party apps and allows recreation of profiles for the whole company at once. Below, is a method to recreate Outlook profiles and mention which profile elements need manual configuration.

Procedure

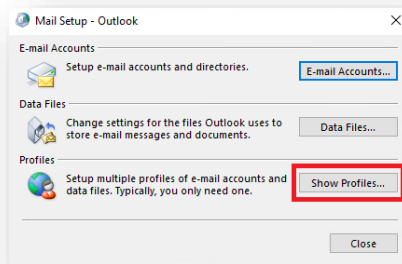
1. From your windows computer click "Start" and type "Control Panel" and Select "Control Panel".



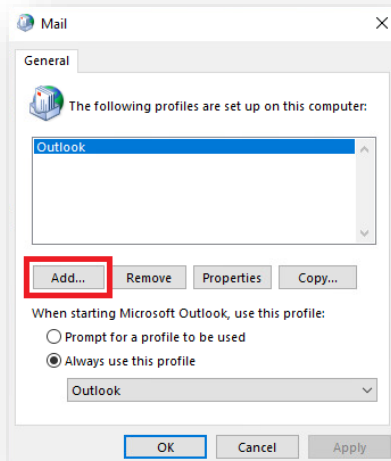
2. In the new windows Click “Mail (32-Bit)” to configure your mail settings.



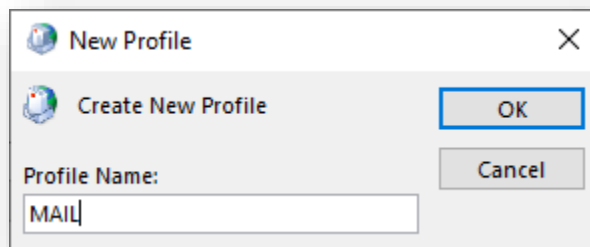
3. In the new Window select “Show Profiles”.



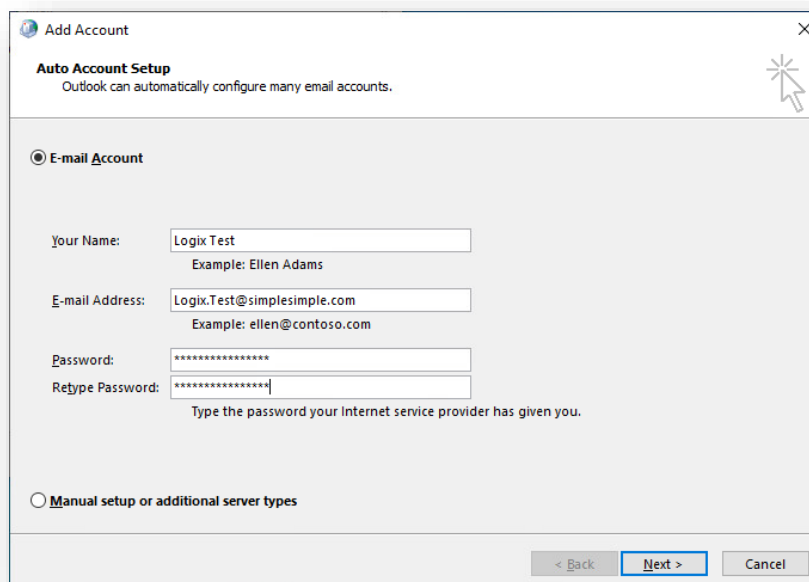
4. In the new Window click the “Add” button to add a new profile.



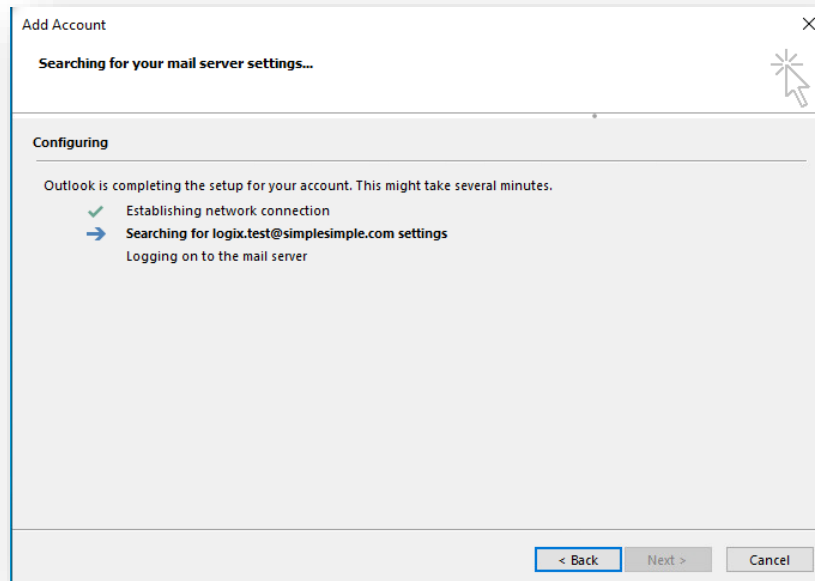
5. In the new window type in “MAIL” for the name of your new profile and then click “OK” to create the new profile.



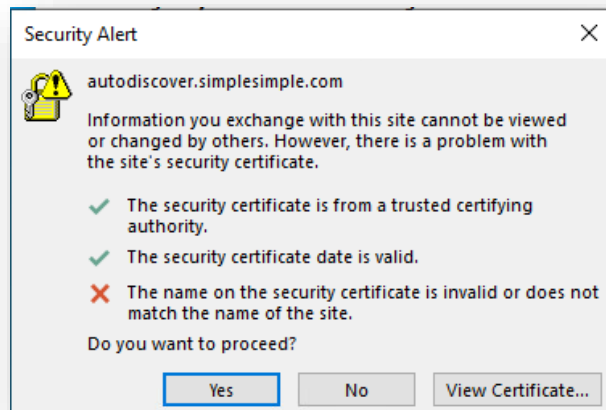
6. In the new window the wizard will walk you through the process of configuring your new profile. Fill out the Information. For Username, input the name you want to appear when you send email. Fill in your E-Mail address and your password twice. When complete Click the “Next” button.



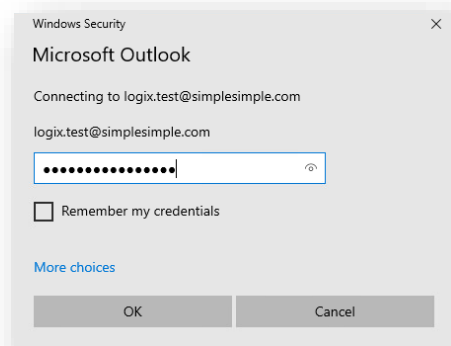
7. Outlook will search for your Mail settings using the E-mail address provided.



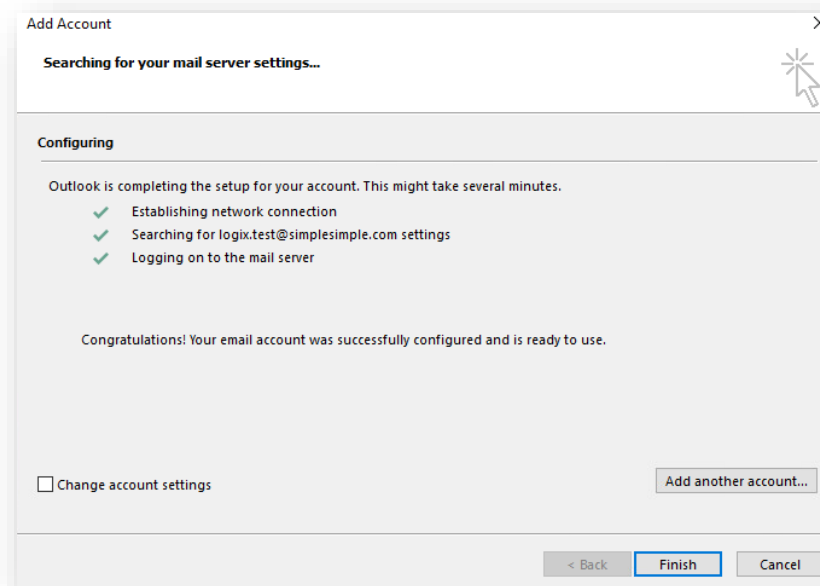
8. A new Screen will appear with a message prompt for a Certificate issue. Please click "Yes" to continue the process.



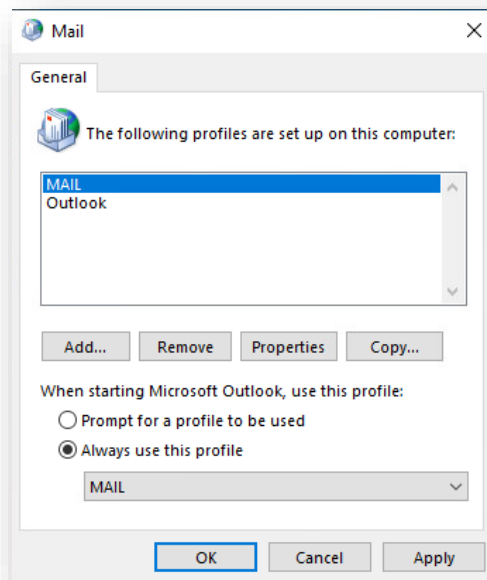
9. A new window will appear. Please input the password for the E-mail account you are adding to Outlook. Click “OK” when complete.



10. If there are no problems in the setup you will see a screen like the below. Click “Finish” to complete the process.



11. On the Mail screen you will see the new profile. For the Radio button for “When starting Microsoft Outlook, use this profile:” select the profile “MAIL” and click “OK”



12. When you start up Outlook for the first time after the new profile, you may get an additional Windows Security pop-up at the start of Outlook. Please fill in the E-Mail address and password for the E-Mail account you are adding and click “OK”. You can also click the “Remember my credentials” so it will not ask you for permissions again.

