



MCS Exchange

Troubleshooting for Outlook 2007

Document Description: This document outlines common troubleshooting help for Outlook 2007.

For user by: Users and CSOs on the Exchange email server using Outlook 2007.

NOTE: If you do not feel comfortable undertaking any of these steps, please contact your local CSO , or the ICT Helpdesk on x16000

1. Background

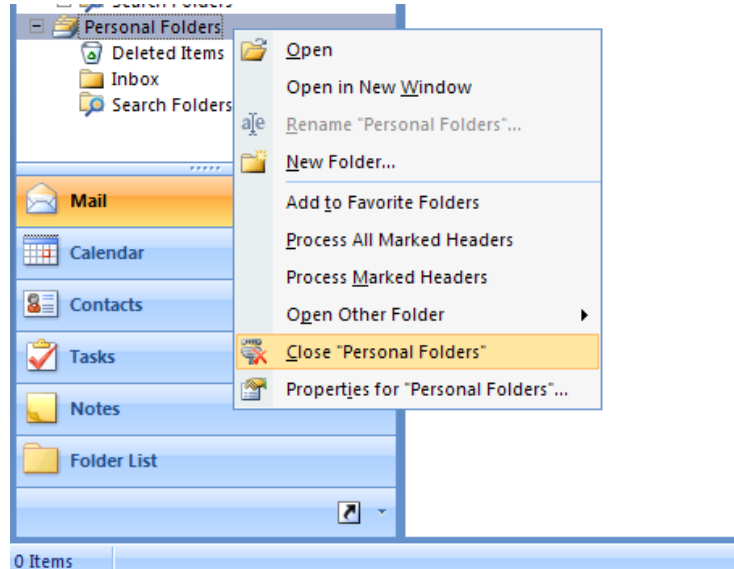
These instructions are to provide general staff, CSOs and super users with common hints and tips to troubleshoot Outlook 2007.

2. Questions: User cannot access their mail archive (.PST File).

Answer 1: Try Closing outlook, all mail messages and rebooting the PC.

Answer 2: Occasionally Outlook will have trouble connecting to a .PST file that may be visible in Outlook. Usually disconnecting and then reconnecting the archive will be sufficient to fix this issue. To disconnect a .PST file from outlook right-click on the folder store within Outlook and select Close "Name of PST file".

After you have done this simply re-add the .PST file normally by going to the tools menu, email accounts and following normal procedure to add a .PST file.





3. **Question:** The local version of the mail doesn't seem to match what is on the server.

Answer: If Outlook has synchronisation issues with the server, the best solution for this in most cases is to delete the locally stored copy of the mail and let Outlook regenerate it.

STEP 1: To do this close Outlook and all open mail and browse to:
C:\Documents and Settings**logonname**\Local Settings\Application Data\Microsoft\Outlook

Where **logonname** is the username the user logs onto the PC with.

STEP 2: Delete the file Outlook.ost.

*Note: **no mail loss** can occur when you delete this file as it is only a locally stored copy. Reopen Outlook and it will proceed to sync/recreate this file based on what mail is on the server.*



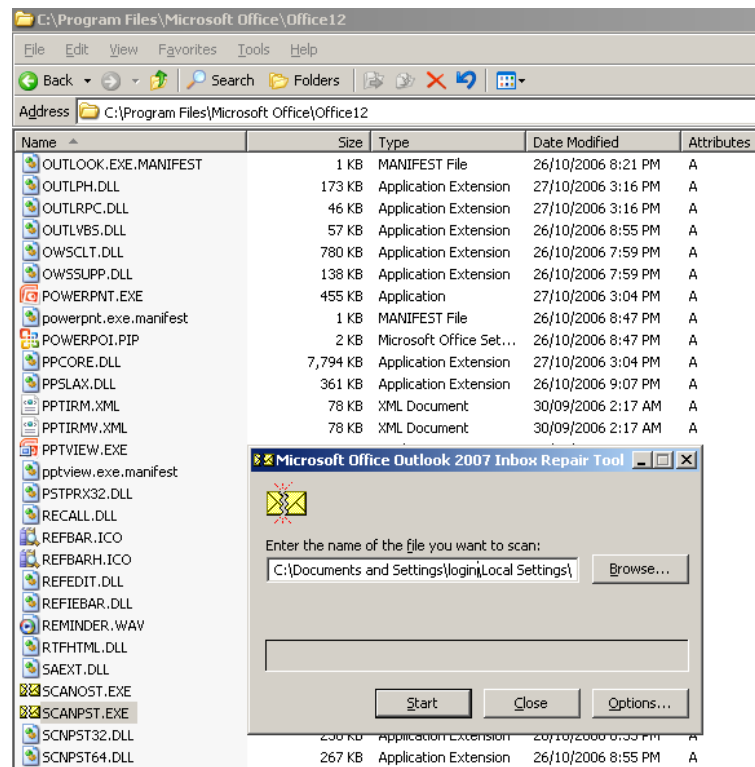
4. **Question:** the .PST file appears to be corrupt

Answer: The tool that comes with MS Office 2007 that will fix this in most cases is called **SCANPST.EXE**.

To run this executable:

- 1) Close Outlook and all open mail
- 2) Navigate to C:\Program Files\Microsoft Office\Office12 and locate scanpst.exe.
- 3) Run the file and browse to the location of the .PST and click start.
- 4) When you see this screen select the repair button and it will fix the .PST file.

It is advisable to make a backup of the file as seen in the checkbox above but be aware this backup can be quite large if the original .PST file is large.



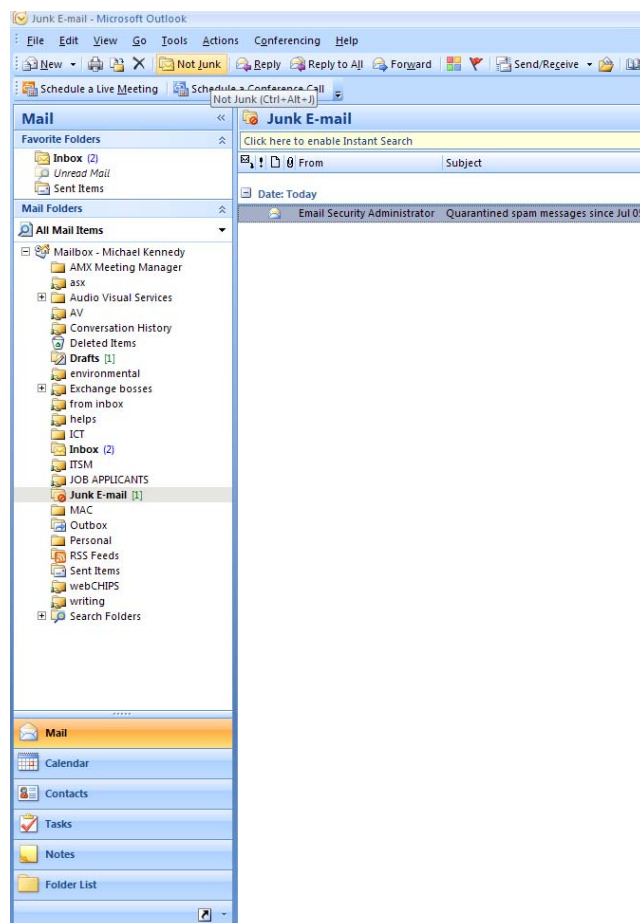


5. **Question:** Some mail appears not to be delivered to the inbox whilst other mail is

Answer: Check the [Junk E-mail](#) folder within the exchange mailbox as it [may have returned a false positive](#) for that particular mail.

If the mail is in there all you must do to prevent this happening again is to [click on the Not Junk](#) button as shown on the right.

Clicking this button on an email in the Junk E-Mail folder means that the email address will be treated as valid next time a mail is delivered from that address.





6. **Question:** Someone has sent me an attachment but I can't seem to open it?

Answer: Someone sent you an executable attachment or a virus that Microsoft Outlook has blocked access to. You will see a line at the top of the email that says:

Solution: Contact the user and get that person to place the file into a zip file and then resend it. Alternatively you will have to find another method of getting this file rather than via email.

Outlook blocked access to the following potentially unsafe attachments: attachment.exe.

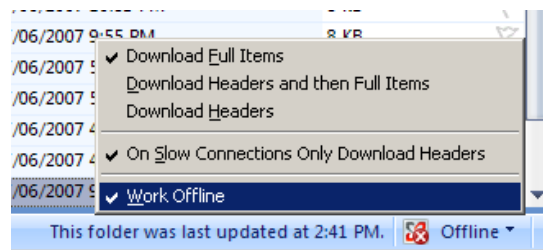
7. **Question:** I am not receiving or able to send any emails or I need to hit the **Send/Receive** button to receive and send emails.

Answer 1: Look at the bottom right of Outlook. If it looks like either

This folder was last updated at 2:39 PM. Disconnected ▾

This folder was last updated at 2:39 PM. Offline ▾

Then your outlook has gone Offline. To correct left click on the red icon and click "Work Offline" as shown (*this will remove the tick and Outlook will attempt to reconnect with the server*).



When Outlook is Online (connected live to the server), your display should appear as shown:

This folder is up to date. Connected to Microsoft Exchange ▾



Answer 2: Check your Inbox to see if you have received an email notification about your quota being full. It will look something like this:

From: System Administrator
Sent: Tuesday, 19 June 2007 11:00 PM
To: Exchange Test-One
Subject: Your mailbox is over its size limit
Importance: High

Your mailbox has exceeded one or more size limits set by your administrator.
Your mailbox size is 102645 KB.

Mailbox size limits:
You will receive a warning when your mailbox reaches 100000 KB. You may not be able to send or receive new mail until you reduce your mailbox size.
To make more space available, delete any items that you are no longer using or move them to your personal folder file (.pst).

Items in all of your mailbox folders including the Deleted Items and Sent Items folders count against your size limit.

You must empty the Deleted Items folder after deleting items or the space will not be freed.
See client Help for more information.

Clean up your inbox as per the instructions on:

<http://office.microsoft.com/training/training.aspx?AssetID=RC010265551033>

Answer 3: Check to make sure your PC has network connectivity (i.e.: is plugged in correctly, has access to websites, etc).



8. **Question:** Outlook repeatedly asks me for my password

Answer 1: Your account or password may need to be reset. **Go to the webpage:**

<http://itassist.usyd.edu.au>

Type your Unikey/account name, and your current password in all password fields.

Note: Wait 10 minutes and the system should synchronise all of your passwords.

Answer 2:

Make sure you are correctly entering **MCS\Unikey** (where Unikey is your Unikey) in the User Name field as shown.

