How to disable cached mode in Outlook 2007

Symptoms:

- Messages are frequently stuck in the Outbox
- When the user logs in, Outlook continually prompts for authentication to the Mailbox server (Mufasa or Simba) even though they are putting in the right username & password.

Solution: disable cached mode.

Steps:

1) Click on Tools, then Account Settings.
2) Click on the account name, and then click change.

Account Settings

E-mail Accounts
You can add or remove an account. You can select an account and change its settings.

Selected e-mail account delivers new e-mail messages to the following location:

Mailbox - Aaron S. Smith\Inbox
In data file C:\Documents and Settings\ASSmith\Outlook\outlook2.ost
3) Uncheck the option for “use Cached Exchange Mode”.

4) Then just click next until the wizard is complete. This will require you to close Outlook. The next time you start Outlook, it will not be in cached mode.