Outlook 2007 Setup

Updated: 9/19/2012

Scope: this document will describe how to configure Outlook 2007 to use the Outlook Anywhere feature to be able to connect to the ODU Exchange servers from anywhere without using a VPN connection. This document is only meant to describe how to configure Outlook 2007.

1) Start Outlook for the first time. You will get the Outlook 2007 startup message, then click
2) On the next screen, leave the default option set to “Yes”, and then click Next.
3) On the Add New E-mail Account window, enter in your name, email address, and then your MIDAS password. Then click next.
4) Outlook will then attempt to auto-discover and configure itself

Add New E-mail Account

Online search for your server settings...

Configuring

Configuring e-mail server settings. This might take several minutes:

- Establish network connection
- Search for asmith@odu.edu server settings
- Log on to server
5) You will receive a login prompt during this auto-setup. It will prompt you to log in as `user@odu.edu`, this will not work. You must change it to `odunet\username`.

By default it will prompt you to log in as `user@odu.edu`, which will not work:

![Login Prompt](image1)

You must change your username to be in `odunet\username` format. Without the “`odunet\`” before your username, it will not be able to authenticate you.

![Login Prompt](image2)
6) After successfully authenticating, the setup will complete. Then click finish.

Then Outlook will begin sync‘ing your folders for the first time. This process will take a while depending on how big your mailbox is.

So if you do not see all of your email items immediately, that is OK. Just be patient and give it time to sync.
Removing the Mail profile

If the setup failed for any reason, or if the existing mail setup configuration becomes incorrect and will not connect to the server; usually removing the mail profile and creating a new one will fix the problem.

To remove the mail profile:

1) Go to the Control Panel. Once there, you are looking for Mail. In Windows Vista, it may be located under “view 32 bit applications”. I usually just do a search for “mail” once I open the control panel, and it finds it right away:

![Image of Control Panel search for Mail](image1)

2) Once you have found and opened the Mail control panel applet, click on show profiles:

![Image of Mail control panel applet](image2)
3) Then click on Remove. You will be warned about removing the default mail profile, but this is OK. Once you have removed it, click OK and close out of the control panel.

4) Once the mail profile has been removed, you may need to reboot in order to flush it you’re your computer’s memory.

5) After you reboot, start Outlook. You will be prompted to enter in a new profile name, because the default one is gone. It can be anything you want, except for the previous profile name. From there follow the Outlook setup instructions at the beginning of this document.
Optimizing Outlook Performance

Synopsis: this document will share some tips & tricks for how to get Outlook to perform at its best. If you have a large mailbox, there are certain settings you can change that can help improve performance.

Tip #1: try to keep your Inbox and Sent Items under 5,000 items. When Outlook starts up, the two folders that it synchronizes first are your Inbox and your Sent Items. The more emails that pile up in those two folders, the slower Outlook will run when it starts up. The solution is to keep up with filing your emails. You can have tens of thousands of emails stored in other folders. You can create mail rules to filter automated messages that you receive. If you are not sure how many items you have in a folder, just click on it, and then look in the bottom left hand corner of Outlook:
**Tip # 2:** use cached mode. There are two modes that Outlook can run in: online mode or cached mode. In Online mode, Outlook reads and renders your mailbox directly from the server. If you have a large mailbox, this can cause performance issues when you are on slow networks. In cached mode, Outlook will keep a copy of your mailbox on your computer, which it synchronizes with the server. Cached mode takes a long time to sync the first time, but after that performance is vastly improved because it only has to sync over changes to your mailbox, such as when you receive new emails. Also in cached mode, if for some reason you lose your network connection, you still have read access to your mailbox.

1) To set Outlook to use cached mode, first go to the Control Panel, and then open up Mail.

In Windows Vista, it may be located under “view 32 bit applications”. I usually just do a search for “mail” once I open the control panel, and it finds it right away:

![Control Panel Mail](image)

2) Once you have found and opened the Mail control panel applet, click on E-mail Accounts:

![Mail Setup - Outlook](image)
3) From the Account Settings window, click on Change, or double click on your @odu.edu email address.
4) From the Change Account window, click on More Settings
5) This will bring up a new window. From the General tab, increase the “Seconds Until Server connection Timeout” setting. The default is 30 seconds. I usually recommend 90 seconds or more. I have mine set at 120 seconds, which helps to smooth out the disconnections that Outlook can have if you have poor network connectivity (such as if you are working on a wireless network).
6) Then click on the Advanced tab, and check the box for “Use Cached Exchange Mode”. If you access any shared email accounts, you may also want to check the box for “Download shared folders”, but I would only recommend that if the shared account that you are accessing is large and has a lot of emails in it.
Tip # 3: Fast startup vs. fast connection. There are some additional tweaks to Outlook that can be made, but they involve a tradeoff between Outlook starting up fast, and Outlook synchronizing fast.

First, let me tell you how to get to those settings. From the Exchange settings window (see the steps above), click on the Connection tab, then click on “Exchange Proxy Settings”
From the Proxy Settings window, there is one setting that you can change that can dramatically impact performance.

**If you primarily use Outlook remotely over a VPN connection**, then make sure that the option for “On slow networks, connect using HTTP first, then connect using TCP/IP” is unchecked.

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So what does this setting mean? Well, this controls whether Outlook will make a TCP/IP connection or an HTTPS connection to the server. With a TCP/IP connection, Outlook has more bandwidth to the server, so the synchronization is improved. However, if you use this setting, then when you are not on the VPN, and not on campus, Outlook can take a long time to start up. The reason is that Outlook will try to make a TCP/IP connection first, and if you are off campus, this connection will fail, and then revert to an HTTPS connection. This process of attempting to connect and then failing can take a minute or so, depending on the speed of your connection. TCP/IP connections will only succeed while on the ODU campus network, or from the VPN. From all other networks, only an HTTPS connection is available.
If you want Outlook to start faster from off campus, and you do not use the VPN, then make sure that “On slow networks, connect using HTTP first, then connect using TCP/IP” is selected. **This setting is optimized for people who connect from off campus, but do not use the VPN.**