Outlook® 2007 Setup

Autodiscover

The most convenient way to set up Outlook is to use Autodiscover. Autodiscover allows Outlook to connect directly to the Exchange server for setup. It involves two main steps: the email administrator will need to build a CNAME DNS record, and each user will need to create their own Outlook profile.

Building a CNAME DNS Record

1. Contact your DNS provider and ask them to create the following CNAME record. If you have access to the control panel for your DNS, you can make this change yourself. **Note:** Depending on your DNS provider's requirements, you may need to add your domain to your hostname: **autodiscover.yourdomain.com** (For example, if your domain is "doughnutcity.com" your hostname would be: autodiscover.doughnutcity.com)

   Hostname: **autodiscover**

   Address: **autodiscover.emailsrvr.com**

   Note: If the CNAME is too long for your provider's control panel, set up an A record instead. Set an A record for autodiscover.yourdomain.com pointing to the **67.192.133.247** IP address.

2. It could take up to 24 hours for this change to take effect, even though most DNS providers update their DNS records within three hours. You may want to ask your DNS provider what their "update time" is. After that time has passed, you can move to the next step.

3. Click the Windows Start button and select Run.

4. Type "nslookup" and press Enter.

5. Type in the name of the CNAME hostname you created above and press Enter.

6. If your records were correctly created, you should receive results similar to the following:

   Name: **autodiscover.emailsrvr.com**

   Address: **67.192.133.251**

   Aliases: **autodiscover.doughnutcity.com**

Creating an Outlook Profile Using Autodiscover

Please do not complete the following steps until you have successfully completed the above steps for creating a CNAME record.

1. Click the Windows Start button.

2. Select Control Panel.

3. Double-click the Mail icon. You may need to switch to Classic View to find the Mail icon.

4. Click the Show Profiles button.

5. Click the Add button to build a new profile.

6. Enter a name for this profile, as desired. This is for your reference only. Then click the OK button.

7. In the resulting window, enter the following information:

   • Your Name – Enter your name, as you would like it to be displayed within Outlook.

   • E-Mail Address – Enter your full e-mail address. This can be obtained from the User Control Panel. (See the User Control Panel box, below, for details about locating the User Control Panel for your domain.)

   • Enter your email password in the Password and Retype Password fields, and then click Next.

8. You may see a pop-up window, asking if you want to "Allow this website to configure your server settings." If so, check the box for "Don't ask me about this website again" then click Allow.

9. When prompted, enter your username and password, as provided by your administrator. Your username can be obtained from the User Control Panel. (See the User Control Panel box, below, for details about locating the User Control Panel for your domain.)

10. If your DNS records are correct, then you should see a message that states, "Your e-mail account is successfully configured to use Microsoft Exchange."

11. Click Finish

12. Outlook will open and you can start using your Hosted Exchange Mailbox.

Creating an Outlook Profile Using the Auto-Configuration Tool

Though we encourage customers to use Autodiscover to set up Outlook, some customers may prefer to download and run a personalized PRF file.

To locate the customized PRF file, each user will need to log into the User Control Panel, using their email address and password. (To locate the URL for your domain's User Control Panel, the email administrator will need to log into the Administrative Control Panel and select Support / Exchange. Locate and copy the link for the User Control Panel.)

1. If you are running Outlook, be sure to close it. After closing Outlook, press Ctrl + Alt + Delete to launch your Windows Task Manager. If you see outlook.exe in the list, select it and click the End Task button. This ensures that Outlook is not running, since sometimes third-party Outlook plug-ins do not shut down properly.

2. Log into the User Control Panel, using your email address and password.

3. Click the Download Your Outlook Profile link.

4. Click the Save button and save the file to your C: drive.

5. Click the Windows Start button, and select Run.

6. Type the following in the command line:

   outlook.exe /importPRF c:\<username>.prf

   You will need to replace "c:\<username>.prf" with the exact path and name of the .prf file you downloaded above.

7. Click the OK button.

8. Outlook will launch automatically. You may encounter a warning popup window. Click the Yes button. (Running the PRF configuration file will not delete any of your existing email or your profiles.)

9. When prompted, enter your username and password, as provided by your administrator. Your username can be obtained from the User Control Panel. (See the User Control Panel box, on Page 1, for details about locating the User Control Panel for your domain.)

   You may need to enter your username and password more than once throughout this process, as Outlook sets up your mailbox for the first time.

10. Click the OK button. You will now have full access to your mailbox through Outlook. Though you'll be prompted twice for your email address and password information during this initial setup, future logins should only require you to enter than information one time.