

How to Configure Outlook 2003 to connect to Exchange 2010

Outlook 2003 will install and work correctly on any version of Windows XP, Vista, Windows 7 or Windows 8.

These instructions describe how to setup Outlook 2003 on a Windows XP Professional PC but the process is virtually identical for all the other version of Windows.

Outlook 2003 was available as a separate program but usually came as part of the Office 2003 program suite. These versions of Outlook and Office are no longer available to buy.

Outlook 2003 with Exchange 2010 still gives an excellent email experience and the improvements made in Outlook 2007, Outlook 2010 and Outlook 2013 are relatively minor.

Outlook 2003 was the first version of Outlook capable of connecting to an Exchange server over the Internet, as opposed to an Exchange server located on the same LAN.

This type of connection is called an Outlook Anywhere connection.

Step-by-Step Instructions for creating an Outlook Anywhere profile

Make sure that Outlook *isn't* running and then:-

Click: **Start – Control Panel – Mail**



(If there's no Mail icon in Control Panel it could be that you've just installed Outlook 2003 and haven't run it yet. Start Outlook for the first time, cancel the setup wizard and the Control Panel Mail icon should then appear.)

Click: **Show Profiles... - Add...**

and for Profile Name let's choose:-

pushex



(The profile name is only for your reference so it could be anything you want.)

The New Email Account wizard will then start so chose: **Add a new email account**

Click: **Next >**

Select the top option: **Microsoft Exchange Server**

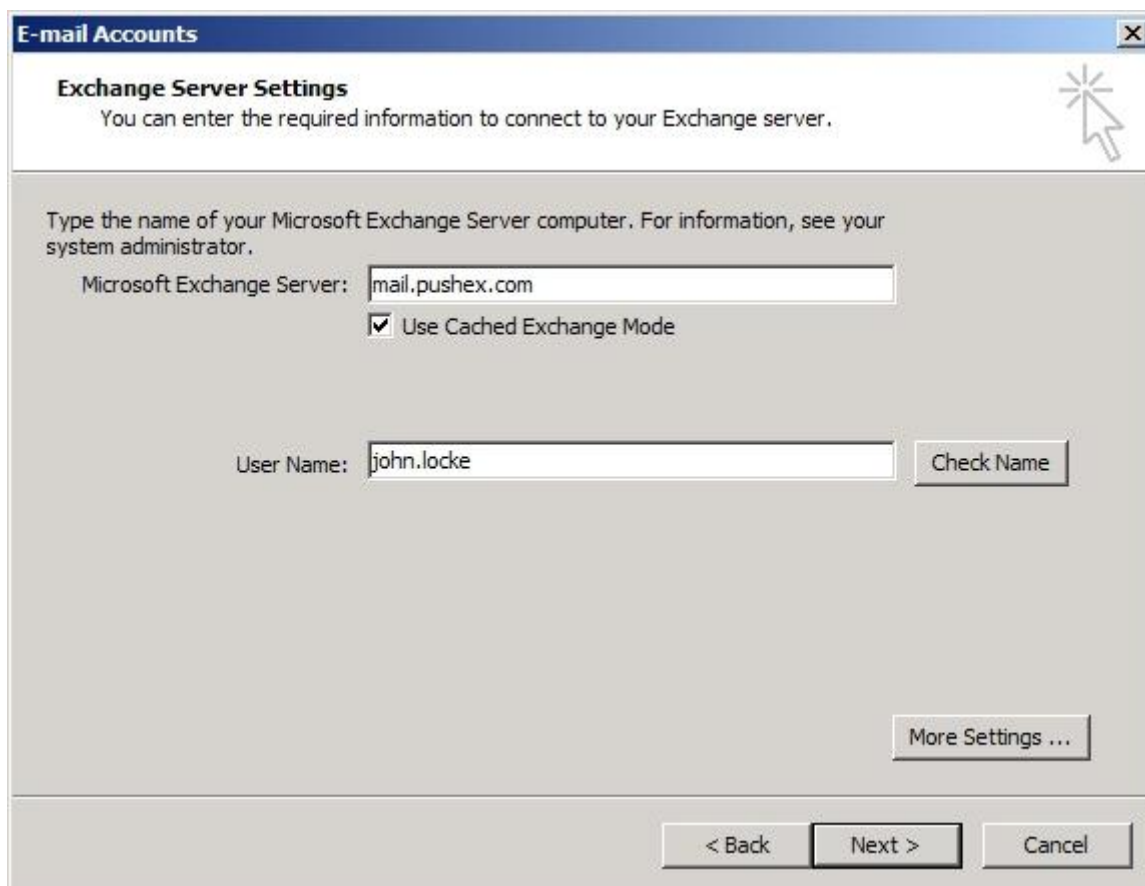
Click: **Next>**

In the next window, shown below, enter the exchange server name which will always be: **mail.pushex.com**

Select: **Use Cached Exchange Mode**

Enter your username which is usually in the format: **firstname.lastname** (all lower-case).

(Actually, case doesn't matter with usernames but, for consistency, we recommend using all lower-case.)



Click: **More Settings...**

There is now a short delay as Outlook tries, and fails, to locate the Exchange server on the local LAN.

Click: **OK** to dismiss the error message that will appear about Exchange server not being available.

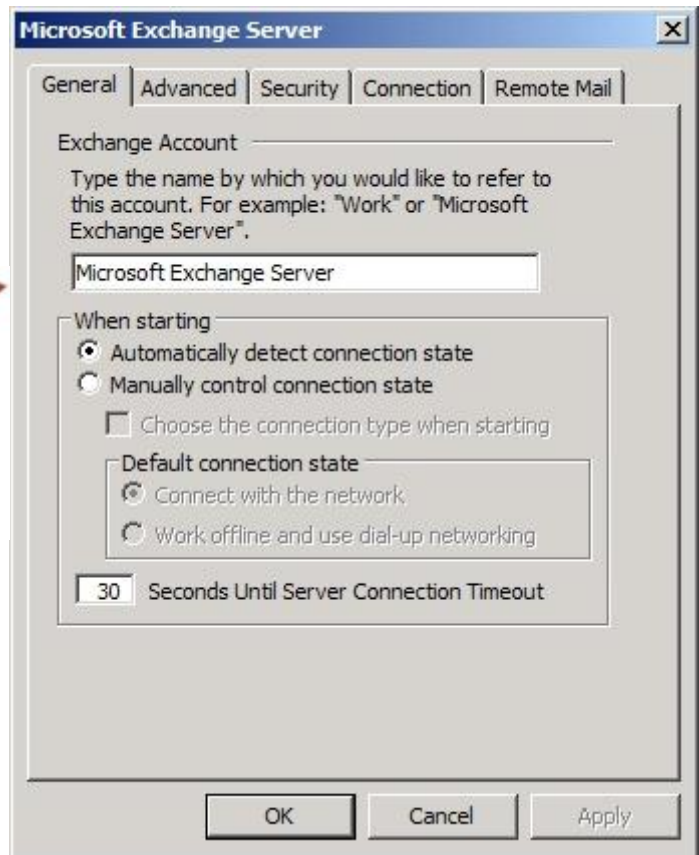
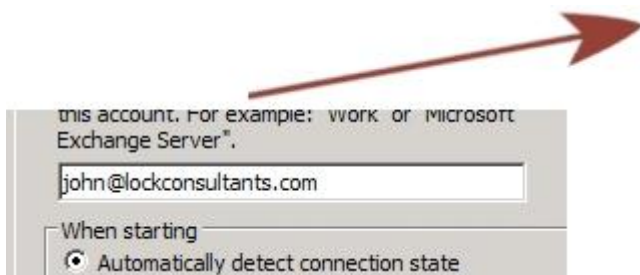
Also click **Cancel** on *this* window, which then appears:



The **More Settings...** windows, with 5 tabs, will then appear:-
(If it doesn't, click **More Settings..** again)

On the **General** tab we recommend changing the box that says **Microsoft Exchange Server** to your main email address.

(This will help identify this address if you are going to send emails from other email addresses assigned to your account.)

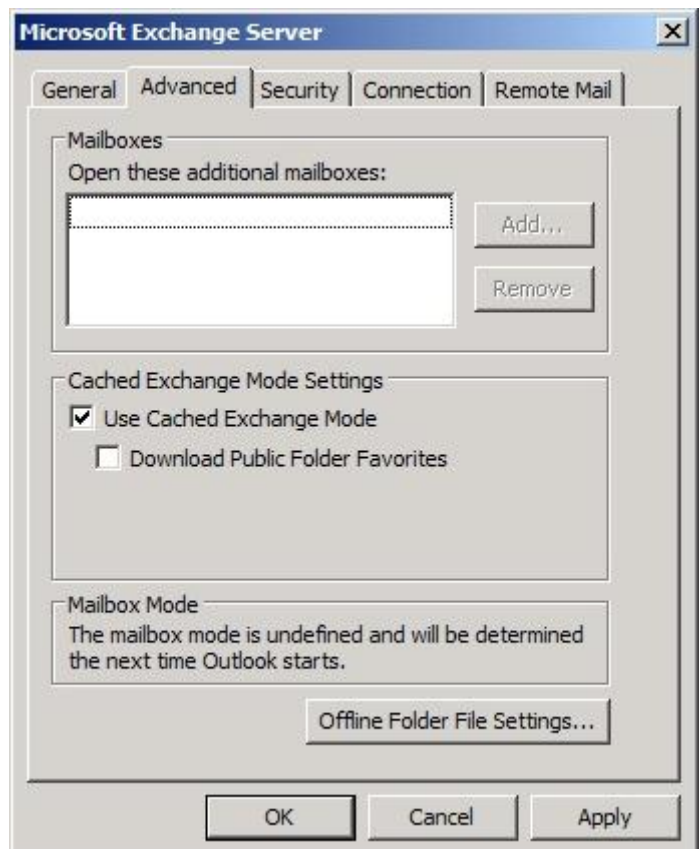


On the **Advanced** tab there's usually nothing to do.

If you have been given access to another person's mailbox in your group then this is where you add their mailbox, so that their folders will show up in Outlook.

(If you have any mailboxes to add you'll have to return to this screen later, after successfully connecting to the Exchange server, as you haven't entered enough information yet for any additional mailboxes to be found.)

Also, if you use Public Folders, you can select the box called **Download Public Folder Favorites** so your favorite Public Folders will be available off-line.



On the **Security** tab there's only one job to do:-

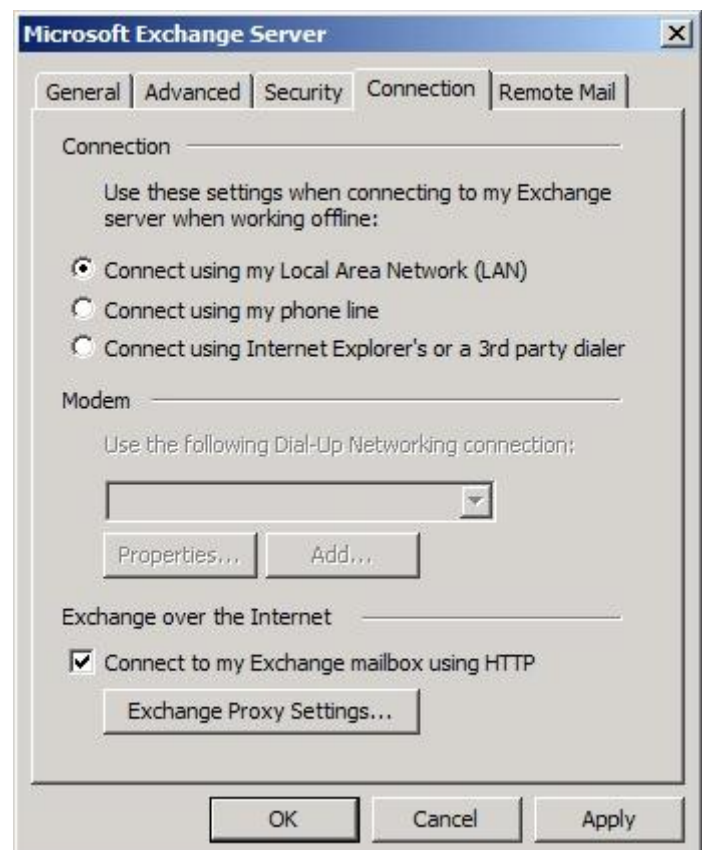
Select the box labelled:-

Encrypt data between Microsoft Office Outlook and Microsoft Exchange Server

(In Outlook 2003 the default is for this box *not* to be selected but, to connect to our servers, it needs to be selected – simple as that!)



The **Connection** tab is where you tell Outlook you will be connecting over the Internet:-

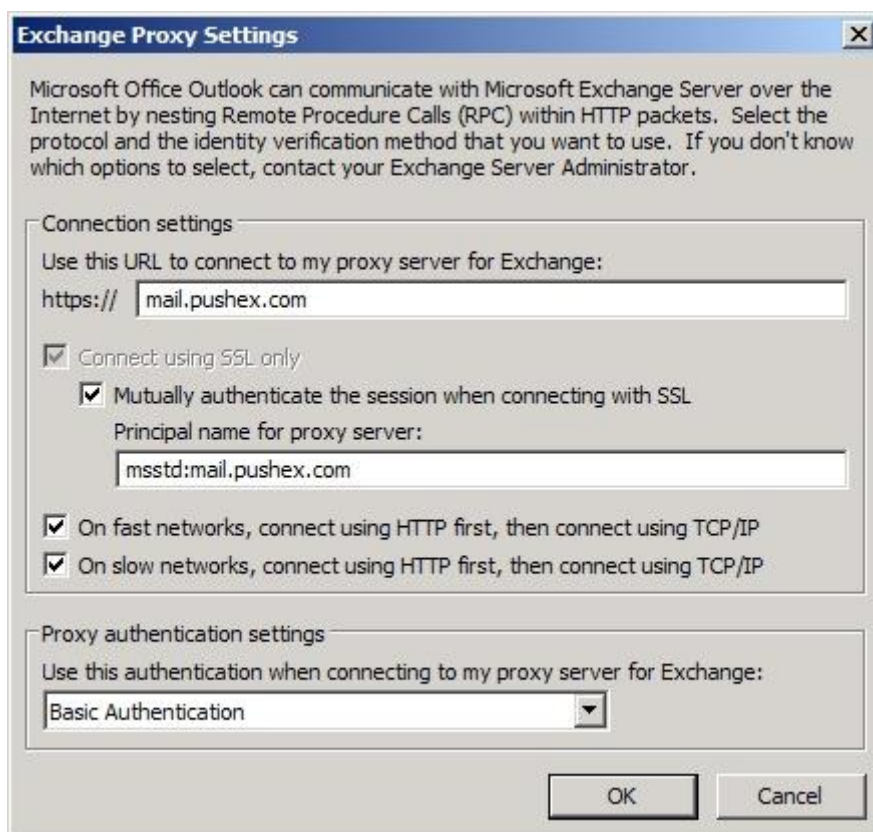


Select the box labelled:-

Connect to my Exchange mailbox using HTTP

Then click: **Exchange Proxy Settings...**

The **Exchange Proxy Settings** window is where it's easy to make a mistake so, take your time over this one. If Outlook can't connect, come back and check the settings here:-



We've shown **Basic Authentication** selected here because it will *always* work. It will, however, require you to enter your password everytime you start Outlook, which can be annoying.

Our servers will also accept NTLM authentication, which is the other choice in this window, and this will allow Outlook to save your password.

Although NTLM was designed to be a more secure form of authentication than Basic, as all communications take place over a strongly-encrypted SSL link, both forms of authentication are equally secure.

Windows XP Home **cannot** do NTLM authentication so, with that, the only choice is Basic.

Our advice is:-

- 1 – If you have Windows XP Home then use Basic Authentication.
- 2 – With any other version of Windows, try NTLM Authentication and if it won't work change it to Basic.

There's nothing to do on the **Remote Mail** tab so:-

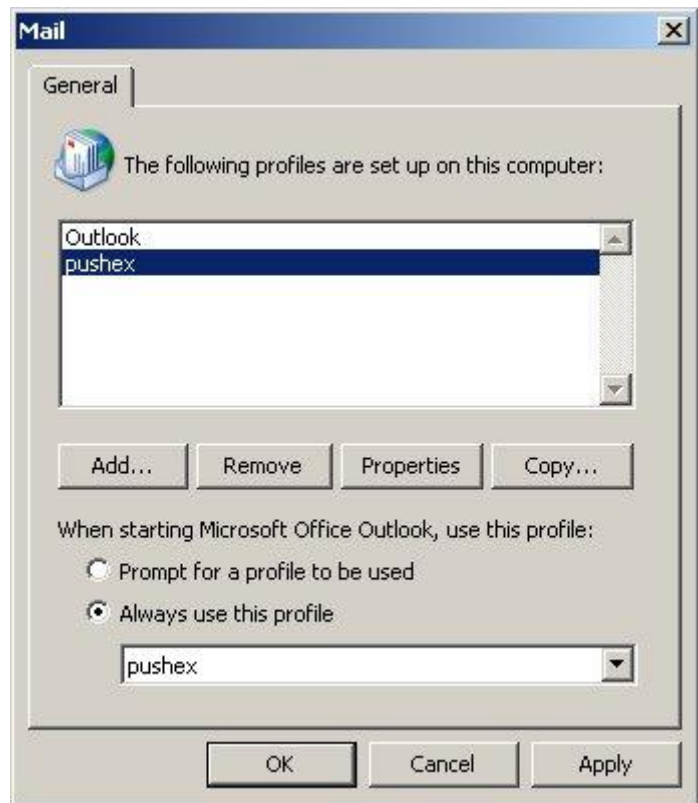
Click: **OK – OK – Next> - Finish**

which takes you back to the **Show Profiles** window.

The **Show Profiles** window:-

The new **pushex** profile you've just created will be visible in the top part of the window, along with any other pre-existing profiles.

Select **Always use this profile** and then select the **pushex** profile from the drop-down list so that Outlook will use it the next time it starts.



Click: **OK** and close the **Control Panel** window if it's open.

Outlook 2003 is now configured to access our Exchange servers.

Running Outlook for the First time

Use the Outlook icon to start the program.

This is the logon screen with **Basic Authentication** selected, and no option to remember your password.

Important: when you enter your username, you must add **pushex** to the beginning, as shown.



This is the logon screen with **NTLM Authentication** selected where there *is* the option to have outlook remember your password.

Sometimes you might have to enter your password up to 3 times to get it to work the first time you run Outlook with the new profile.



If it doesn't work after 3 attempts then there's a problem.

Start by re-checking the **Exchange Proxy Settings** then try changing the authentication type and make sure you have the correct username and password.

(Passwords are case-sensitive while usernames are not.)

When you see **this** it means you've successfully connected to our Exchange server.



Optional Extra Setup Tasks

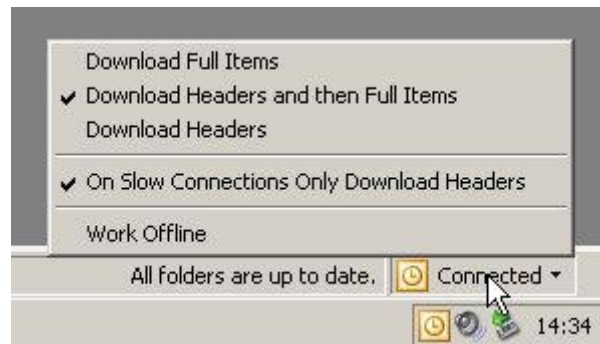
Here is a list of things we do after creating a new Outlook profile to streamline the way Outlook works with our servers. Feel free to skip any steps you don't agree with or that don't fit the way you like to work.

1 - Change Outlook to always download headers first before it downloads the full items

This means that you will be alerted to new emails more quickly as they will show up in your Inbox before any attachments have finished downloading.

Right-click on the word **Connected** in the bottom right corner and select only:-

Download Headers and then Full Items and
On Slow Connections Only Download Headers



2 - Stop Outlook performing its own spam filtering

Our Internet-facing servers perform spam filtering on all incoming emails before they arrive in Exchange. With spam filtering you only want **one** system to be in charge of determining if an email is spam, otherwise you don't know which system to blame when an email is miss-classified.

We recommend that you turn off Outlook's built-in Junk E-Mail filtering feature.

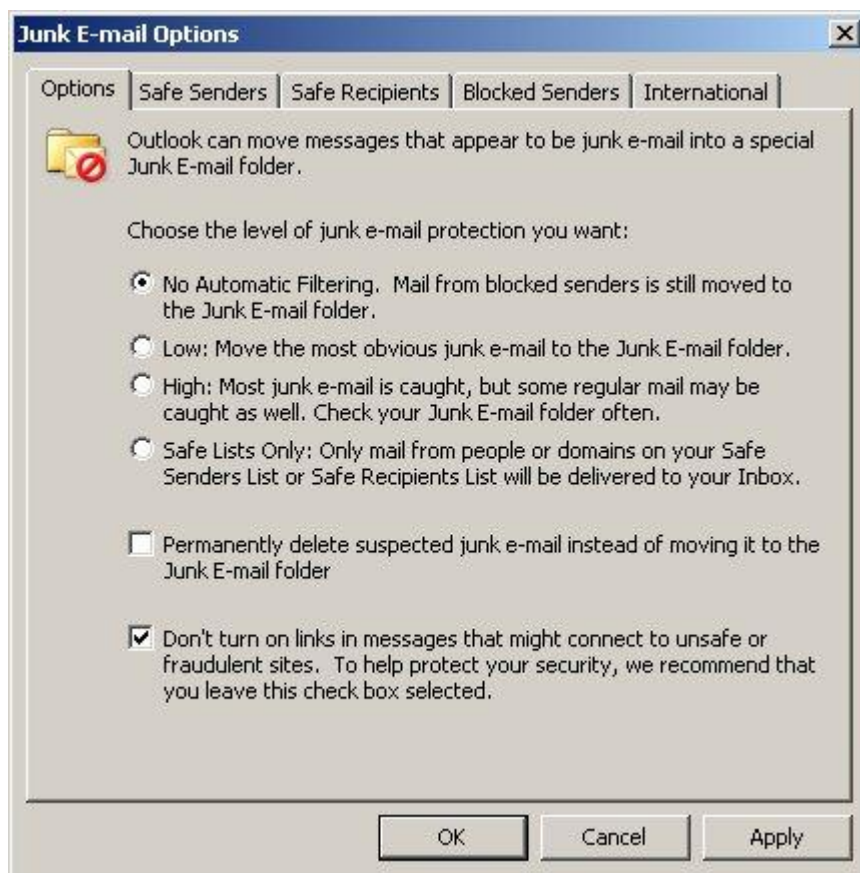
In Outlook go to:-

**Tools – Options... - Preferences -
Junk E-Mail... - Options**

And select:-

No Automatic Filtering...

You should also check the anti-virus program on your PC and, if necessary, disable its anti-spam features.



3 - Stop Outlook automatically removing older emails from your mailbox and storing them in a local archive file

There's no easy answer to which method of email archiving is best. Outlook 2003's default method of removing emails from your highly-resilient Exchange mailbox which is accessible from everywhere and storing them in a file on a single PC is probably not what you want.

We, therefore, recommend that you disable **AutoArchiving**.

In Outlook go to:-

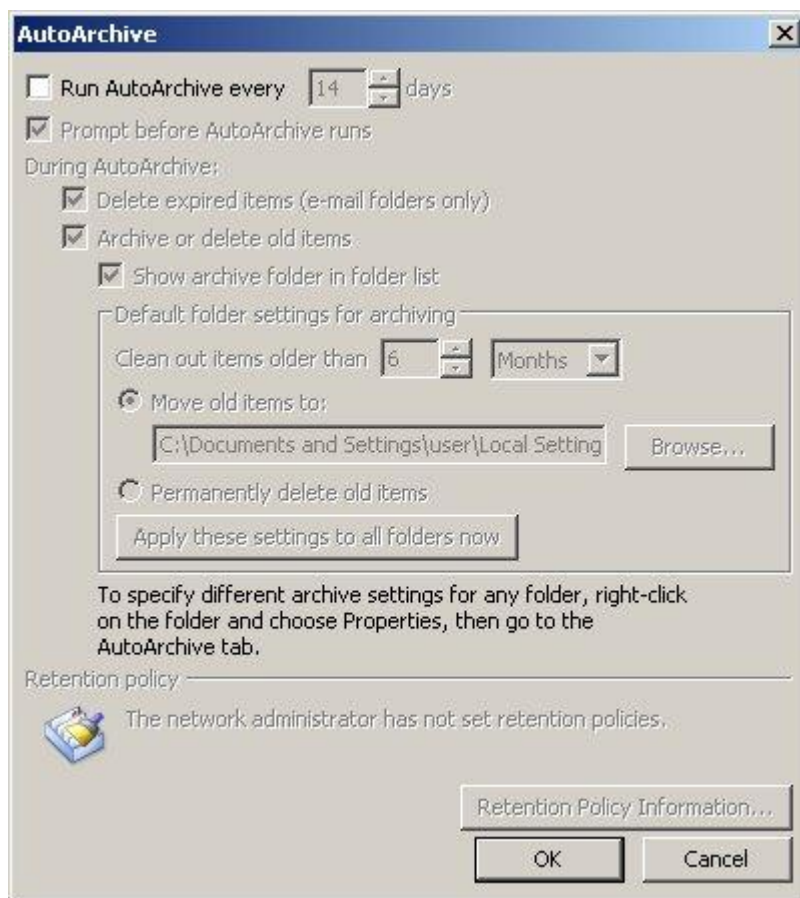
Tools – Options – Other – AutoArchive

And deselect:-

Run AutoArchive every

The best answer we have to the email archiving problem is don't do it;

leave everything, readily available in your main mailbox. Your 6gb of storage should be ample for this as long as you delete emails that are unlikely to be needed for future reference and, if you send a lot of attachments, delete older items in the Sent Items folder.



4 - Remove any Outlook Buttons you don't use

There may be some of Outlook's features that you don't use, such as Tasks. If so, you can give more space in the left-hand column to show emails folders by hiding the unused buttons.

Click on the double-chevrons (circled in red) to reveal the menu.

Click: **Show Fewer Buttons** to remove the lowest Outlook button.

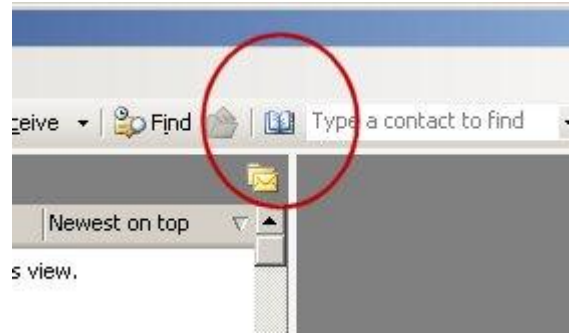
Click: **Navigation Pane Options...** to change the order in which the buttons are displayed,



5 - Make the Address Book show your contacts instead of the Global Address List

By default, the Address Book in Outlook displays the Global Address List which is just a list of everyone in your email group, and this might just be you. It's more useful if the Address Book displays your Outlook contacts.

In Outlook, click on the **Address Book** icon to open the Address Book and then click **Tools – Options...**



Select **Contacts** in the top 2 boxes.

Remove all other address books from this section except **Contacts**.

Click: **OK** and then **File – Close** to close the Address Book.



6 - Remove the Default Favorite Folders

In our opinion, none of the **Favorite Folders** you are given by default in Outlook 2003 (ringed in red) are useful and can be removed to give more space, in the left-hand column, to show email folders.

Unread Mail might just be worth keeping.

Right-click on each Favorite folder, in turn and select:-

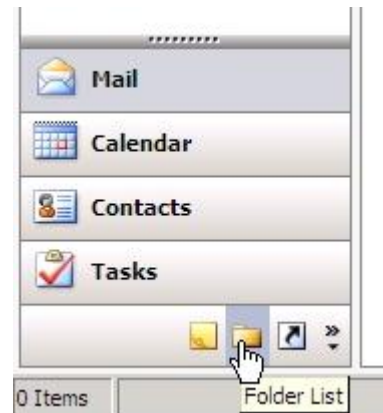
Remove from Favorite Folders



7 - Add the Public Folders you access often to your Favorite Folders

If you're part of a group that uses Public Folders, it's useful to place the ones you access frequently in **Favorite Folders** to make them easy to access and to alert you to new items in them when they turn bold.

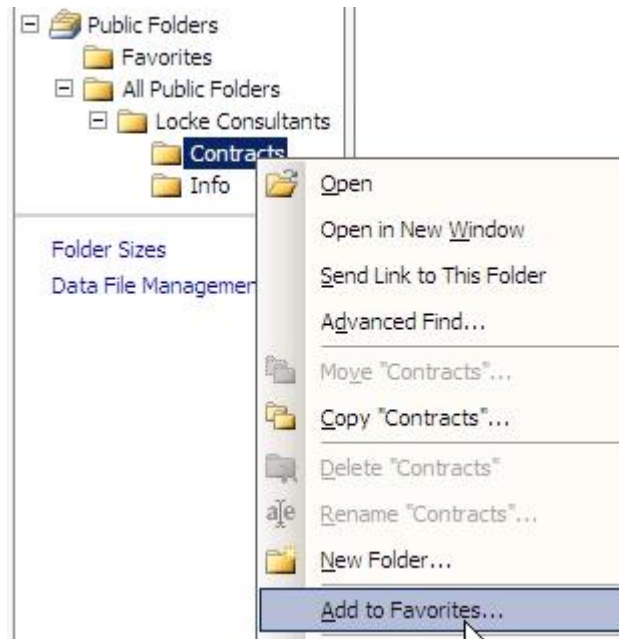
In Outlook, click on the **Folder List** icon to change the display in the left-hand column to showing all folders.



Next, it's a 2 stage process.

Stage 1

Find each Public Folder you want to add, right-click on it and choose:-



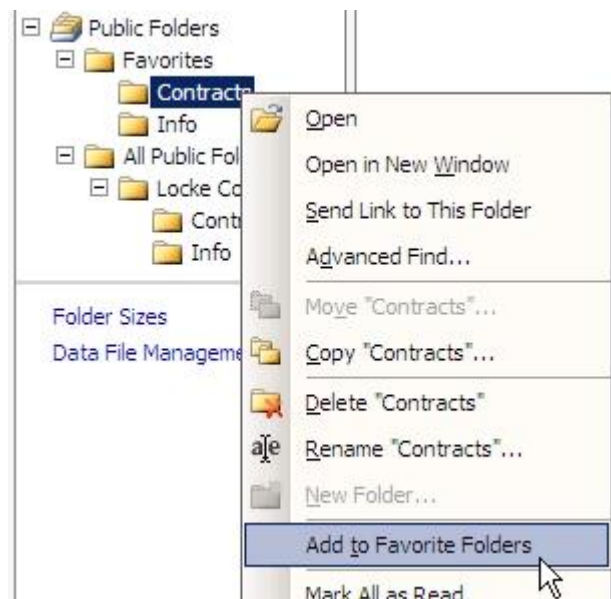
Add to Favorites...

Then click: **Add**



Stage 2

Find each folder **again** in **Favorites**, right-click and choose **Add to Favorite Folders**



The above process is for Public Folders that contain mail items. Public Folders that contain calendars or contacts can't appear in **Favorite Folders** but, completing the steps in **Stage 1** and then selecting the folder under **Favorites**, is enough to make these types of Public Folders available on the Outlook **Contacts** or **Calendar** page.

Now click the **Mail** button to return the left-hand column to its normal appearance and the Public Folders you added will now be in **Favorite Folders**:-

Occasionally, for some unknown reason, a Public Folder may disappear from **Favorite Folders**, but repeating **Stage 2** above usually bings it back.



8 - Make the Junk E-Mail folder go bold only when there are unread emails in it

With our email system, “probable spam” is automatically routed to your **Junk E-mail** folder which you may want to review occasionally in case genuine emails have been put there by mistake.

By default, the Junk E-mail folder in Outlook 2003 shows as bold when it contains **any** emails, but you may find it more useful if it behaves like all the other folders, and only shows as bold when there are unread emails in it.

In Outlook:-

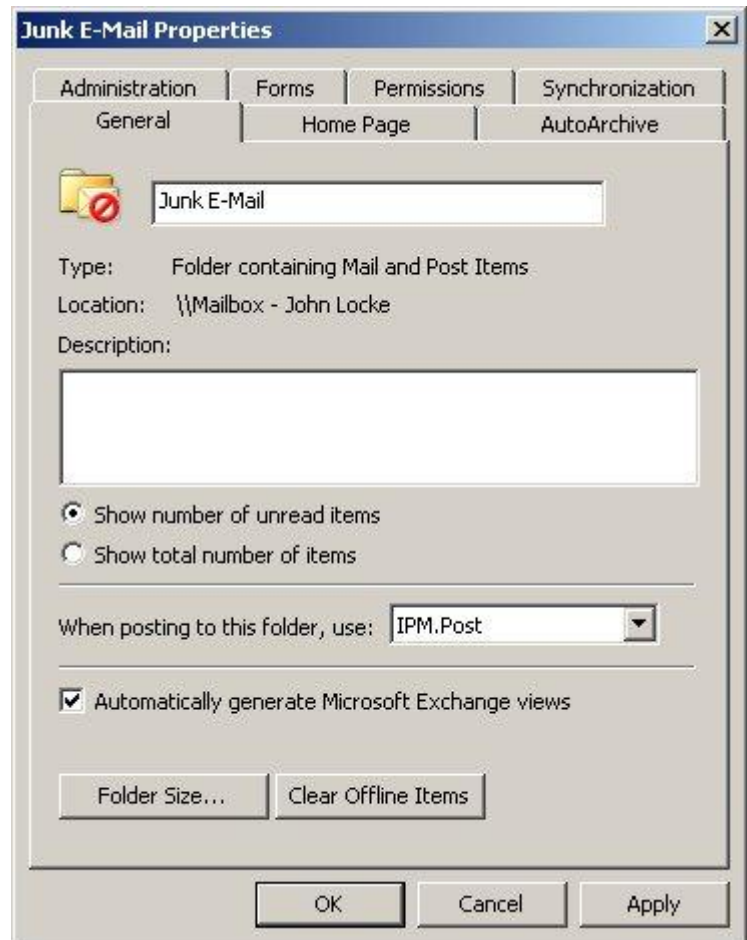
Right-click on the Junk Email folder and select **Properties**

Change the selected option from:-

Show total number of items

to

Show number of unread items



9 - Other Tasks

Create an Email Signature

In Outlook go to:-

Tools – Options... - Mail Format – Signatures...

Select Spell-Checker Options

In Outlook go to:

Tools – Options... Spelling

Maybe you want to select: **Always check spelling before sending**