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1 **Overview**
The new Microsoft Exchange Server 2010 has many advanced features and is more reliable. This document gives a go through for configuring Outlook account for an Exchange 2010 user and also Troubleshooting steps in case any issue is faced.

2 **Outlook Configuration**
1. For configuring Outlook Profile; go to Control Panel and Click on Mail tab.

2. Click on the Show Profiles tab, your existing Outlook Profile will be shown. For creating a new profile click on Add tab and enter the New Profile Name select OK.
3. New window for Auto Account Setup will open; enter the related account details and click on Next.

4. After the setup is finished, start the Outlook. Enter your password once the Pop-up occurs. With this Exchange 2010 user account will be configured on Outlook 2010.

3 Manual Outlook Configuration
Perform below mentioned steps for RPC over HTTP Outlook Configuration
1. Go to Control Panel and click on Mail tab.
2. Click on Show Profile and then click on Add to add a New Profile.

3. Enter the new profile name and click on OK. Add Account Settings window will now appear. Checkmark the ‘Manually configure server settings or additional server types’ option and click on Next.

4. Checkmark the ‘Microsoft Exchange or compatible service’ option and click on Next.
5. Enter the related Server details and Username. Then click on More Settings.

6. Now click on Connection Tab and select the ‘Connect to Microsoft Exchange using HTTP’
option and go to Exchange Proxy Settings. Enter the URL link as mail.hcl.com.

7. Click on OK -> Apply -> OK and then click on Check Name.

8. Click Next and Finish. With this Manual Outlook Configuration for Exchange 2010 user will be completed.
4 Troubleshooting Steps after Account Migration to Exchange 2010

- After the migration, if outlook account still doesn’t get connected after 30 minutes then try following steps:

1. **Microsoft Outlook 2010:** Click on File Tab -> Account Settings -> Account Settings

   ![Microsoft Outlook Account Settings](image1.png)

2. **Click on Repair Tab,** Repair Account window will open.

   ![Repair Account Window](image2.png)

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3. Check whether username and email address are entered correctly and then click on Next.

4. Configuration steps will be shown. Once they get completed click on Finish.

5. Restart your outlook once and then check.

- After Outlook Repair wait for some time, if it doesn’t get connected then try following steps:
  2. Double click on your email address.
3. Check if server name shows NDA-HCLT-OLK.HCLT.CORP.HCL.IN and checkmark the box for 'Use Cached Exchange Mode'.

4. In case of incorrect server name restart the Outlook once.
5  **Contact Us: GIT Messaging Team**
If you have any specialist questions about this document, please contact us.

6  **Disclosure**
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