HOW –TO GUIDE

Bypassing Office 365 Autodiscover

THIS IS FOR HOSTED EXCHANGE ONLY

ExchangeDefender

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Lately we've been seeing a few errors for users who have purchased Office 365 just for the Office 2016 licensing where Microsoft released a patch that essentially breaks the way Outlook 2016 connects to other Exchange Services. So the fix requires a little bit of a Registry Hack and then a removal of the user's original Mail Profile. Here are the steps that you need to follow to resolve the issue. Keep in mind, for now this is a **MANUAL** process. You'll have to remote into the user's computer (If its a Direct Client). TeamViewer works best for this situation.

Step 1: Open Start Menu

Open the start menu and type in "**REGEDIT**" and hit enter.

Once in the Registry Editor screen go to **HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\AutoDiscover**

Next, you should see the screen below: **(Table 1.1)**
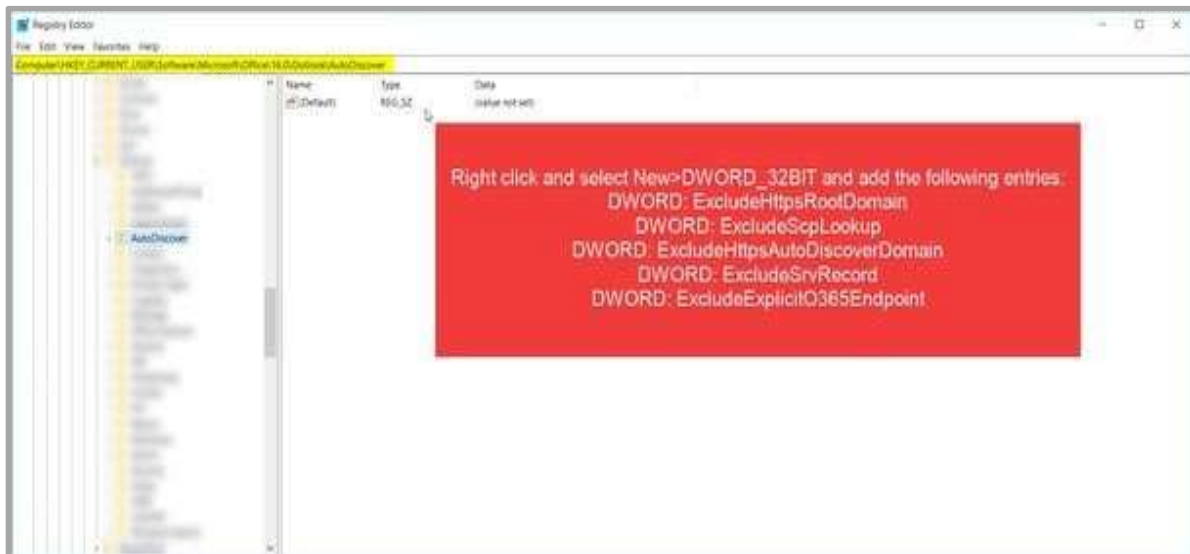
(Table 1.1)

Step 2: Registry Keys

The screen says that you need to **Right Click and select New>DWORD_32BIT.** Do this for each entry.

Here are the entries that you need to add:

Registry Keys
```
DWORD: ExcludeHttpsRootDomain
DWORD: ExcludeScpLookup
DWORD: ExcludeHttpsAutoDiscoverDomain
DWORD: ExcludeSrvRecord
DWORD: ExcludeExplicitO365Endpoint
```
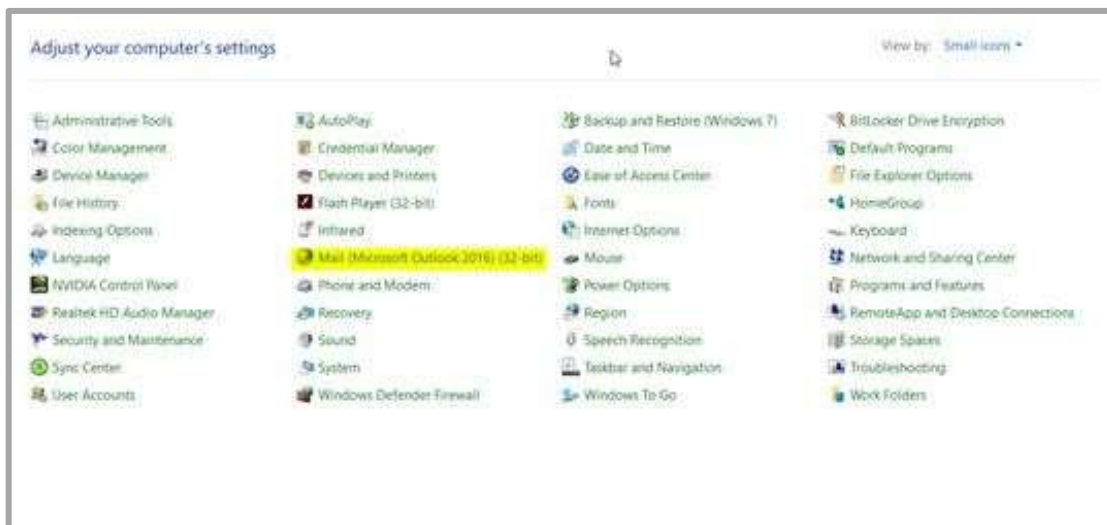
| We recommended you reboot the user's machine |

Step 3: Control Panel

After you've added the entries, reboot the users machine. Once the machine has restarted, go back to the **start menu** and type in **Control Panel**.

Click on Mail (Microsoft Outlook 2016) (32-bit):

(Table 1.2)

Then click on **'Show Profiles'**

(Table 1.3)

Click the **'Remove'** button.

(Table 1.4)

Do you wish to continue? Click '**Yes'!**

(Table 1.5)

Step 4: CREATE A NEW PROFILE

After it's been removed, click on the **'Add'** button:

(Table 1.6)

From there you'll have to input the User's account information and configure Outlook properly. Once it loads tell the User to wait until the Update completes. After its done, everything should be working properly.

ALTERNATIVE METHOD

You'll still have to recreate the mail profile with the steps above, but you can add the keys by opening up a command prompt instance as Administrator and key in the following command:

```
REG ADD HKCU\SOFTWARE\Microsoft\Office\16.0\Outlook\AutoDiscover
/v
ExcludeExplicitO365Endpoint /t REG_DWORD /d 1
```

You can replace 'ExcludeExplicitO365Endpoint' with the keys listed above as well. Once you hit enter it should say 'Operation Completed'

Script coming soon to automatically add registry items.