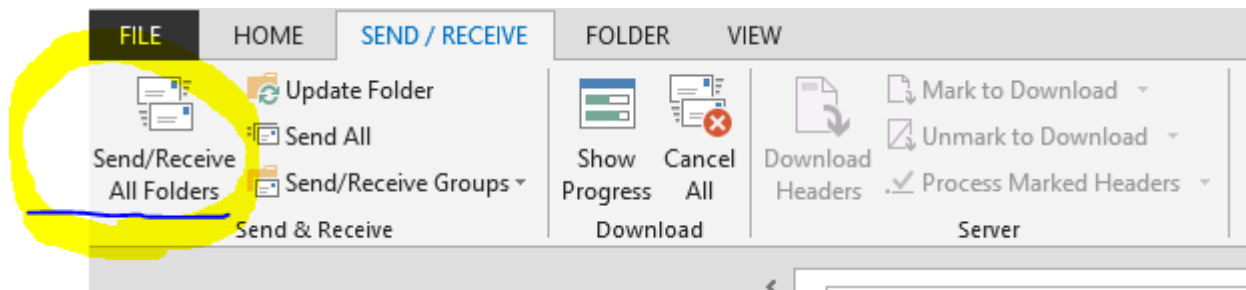




1. Cause and Solution for the Offline Address Book (OAB) not updating in Outlook

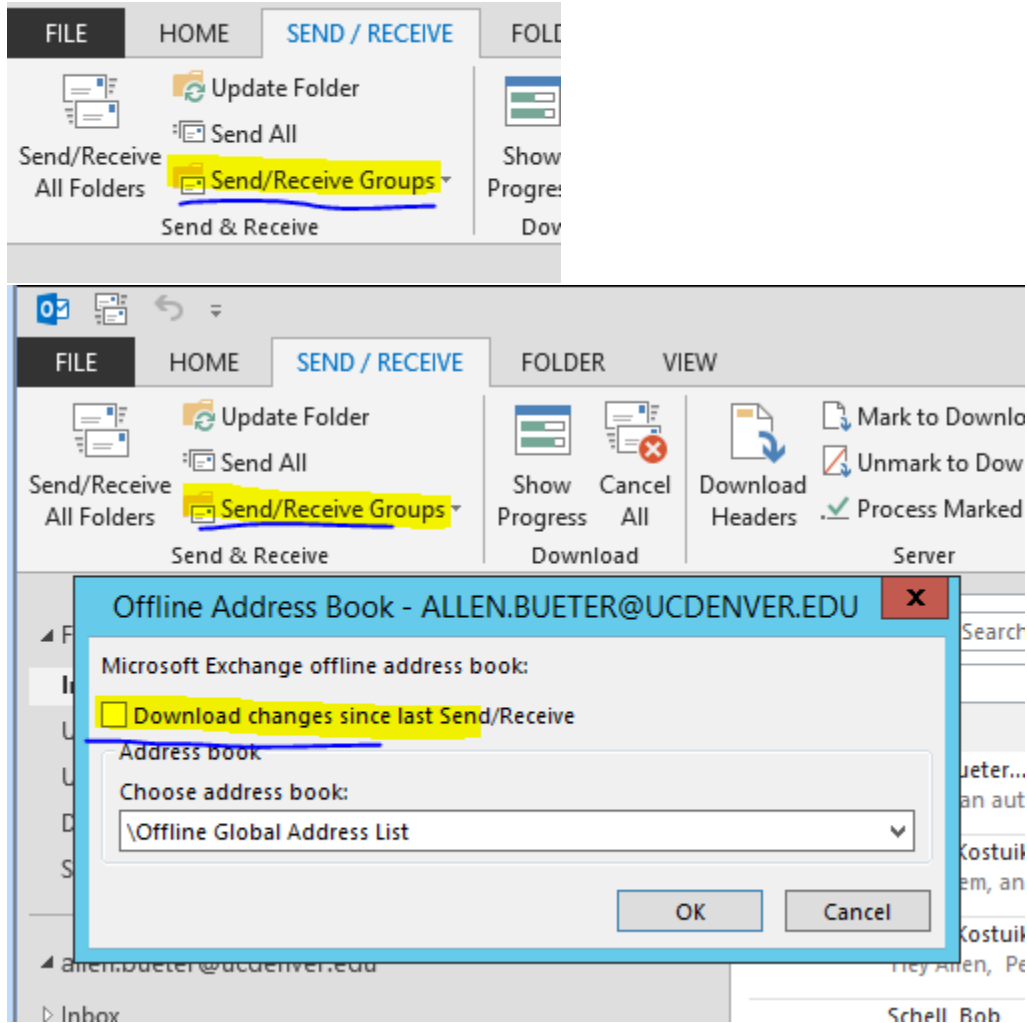
There may be times when an update or change is made to the Address book; these changes are normally updated each night, and Outlook is supposed to receive these updates and these changes are then seen in Outlook the next morning. If Outlook does not update the address book, then clicking on the “Send/Receive All Folders will normally (in most cases) update this address book view. (See screenshot below)



Should this not work, a more intensive process can be done by clicking on the Send/Receive Groups (see screenshot below), then choosing the Address Book, then download the Address book, after unchecking the box “Download changes since last Send/Receive”. (see next screen-shot)

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

Microsoft Outlook 2010 & 2013 Offline Address Book Troubleshooting

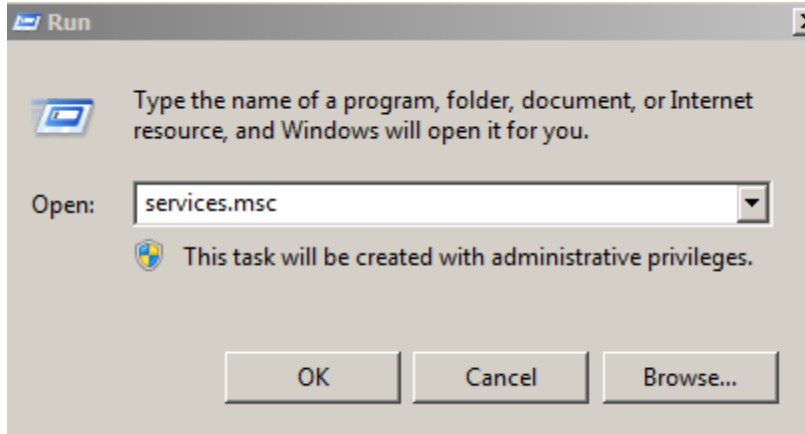


Should all the above steps not work, there are some rare cases where the BITS service needs to be restarted.

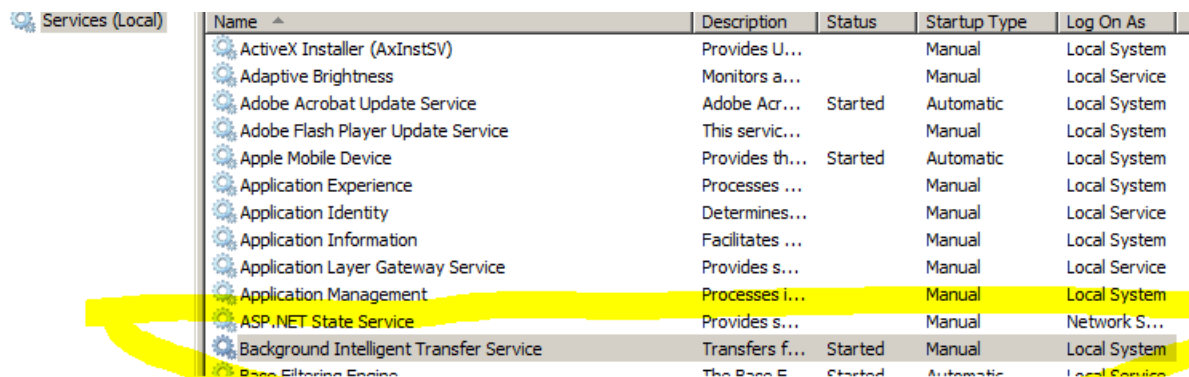
Go to Start, then Run, and type in services.msc. (see screen-shot below)

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Microsoft Outlook 2010 & 2013 Offline Address Book Troubleshooting



When Services starts, restart “BITS”, or the “Background Intelligent Transfer Service”, (see screenshot below) then do a new download of the Offline Address Book under Send/Receive.



This will then successfully update the Offline Address Book with the expected entries.

Microsoft URL for Offline Address book procedures

[http://technet.microsoft.com/en-us/library/bb124351\(v=exchg.150\).aspx](http://technet.microsoft.com/en-us/library/bb124351(v=exchg.150).aspx)

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