Ensure Autodiscover is properly configured for all domains

What are the correct Autodiscover Records, and how are they configured?

To correctly configure and add an Autodiscover Record, log into the DNS control panel for the domain, and add or modify the CNAME Record for autodiscover.<domain> to: **unified.myoutlookonline.com**

If there are questions about how to configure a CNAME as described within your DNS control panel, please call your DNS provider's technical support for assistance.

Examples of DNS providers are GoDaddy, Network Solutions, FatCow etc.

In the example above, <domain> is equal to domain.com, and the action required would be to point autodiscover.domain.com to unified.myoutlookonline.com

Autodiscover must be configured for the primary *and* secondary domains where <domain> is the secondary domain Autodiscover CNAME configuration.

If an existing autodiscover CNAME Record exists, please modify it to the above. If SRV or A Records exist for autodiscover, these must be removed and replaced by a CNAME Record.

Local DNS and Domain Controllers can conflict with a properly configured Autodiscover configuration

If Local DNS is implemented in any offices that connect to the Exchange then it is necessary to add an Autodiscover CNAME Record within the Local DNS control panel that follows the same specifications as listed above.

Local DNS is usually only present in larger and more complex networks that contain domain controllers typically supporting a larger number of users. If Local DNS is not used on domain controllers then please ignore this section.

The "Exchange Hosting Outlook Plugin" and 'autodiscover.xml' file in the root directory of the local hard drive will conflict with a properly configured Autodiscover configuration (Windows only)

- The 'Exchange Hosting Outlook Plugin' will only be present on PCs within Outlook if the OLSetupv3.exe, or OLSetupv5.exe utility was used from the Online Control Panel to configure Outlook with the Exchange Server. Macs are unaffected.

- This plugin must be disabled within Outlook, or it will interfere with a properly configured Autodiscover configuration.

- This can be accomplished by performing the following action:

    In Outlook 2007 by going to Tools > Trust Center > Add-ins > "Go" next to "COM add-ins" > uncheck the 'Exchange Hosting Outlook Plugin'> OK

    In Outlook 2010 and 2013 by going to File > Options > Add-ins > "Go" next to "COM add-ins" > uncheck 'Exchange Hosting Outlook Plugin' > OK

- The 'Autodiscover.xml' file will only be present in the root folder (typically C:\Autodiscover.xml) of the local hard drive if the OLSetupv5.exe utility was used from the Online Control Panel to configure Outlook with the Exchange Server. This affects PCs only, Macs are unaffected.

- The Autodiscover.xml file must be deleted from the root directory on the local hard drive disc or it will interfere with a properly configured autodiscover configuration.

    A script to expedite the task of disabling the 'Exchange Hosting Outlook Plugin' and removing 'Autodiscover.xml' from the root directory of the local machine

    For Administrators: The task of disabling an add-on in multiple Outlook clients and removing a specific file from the hard drive can be logistically problematic, especially if your users are in multiple offices and locations, or if you are not 'on-site'. The following command line entry has been entered into a *.txt file and you must save this as a *.bat file, and then you have the option to distribute this file to your users to disable the plugin and remove the .xml file. We will not provide instruction on how to push this file to your users; however, three suggested methods are by group policy, logon script, or flash drive.

    TheScript.txt

    WARNING: Editing your registry can cause serious problems that may require you to reinstall Microsoft Windows. We cannot guarantee that problems resulting from editing your registry using this command can be solved. Use this command at your own risk.

Outlook version Compatibility

- We recommend Outlook 2010 SP1 with November 2012 cumulative update or later for use after the upgrade (such as Outlook 2013/2016 for PC, and Outlook 2011+ for Mac).

- Outlook 2007 SP3 with November 2012 cumulative update or earlier may function, but issues with compatibility have been discovered and its use is discouraged.

- Outlook 2003, Entourage 2003 for Mac, and Entourage 2008 Non-Web Services Edition for Mac are not compatible with the upgrade.