

Zarafa User Manual – Restore missing Outlook profile settings with ZCP auto-updater enabled

Problem

After the 13-10 Office update from Microsoft, Outlook can fail to start up. This is because the Zarafa email settings were missing from the Outlook profile.

You are only affected if...

You are running

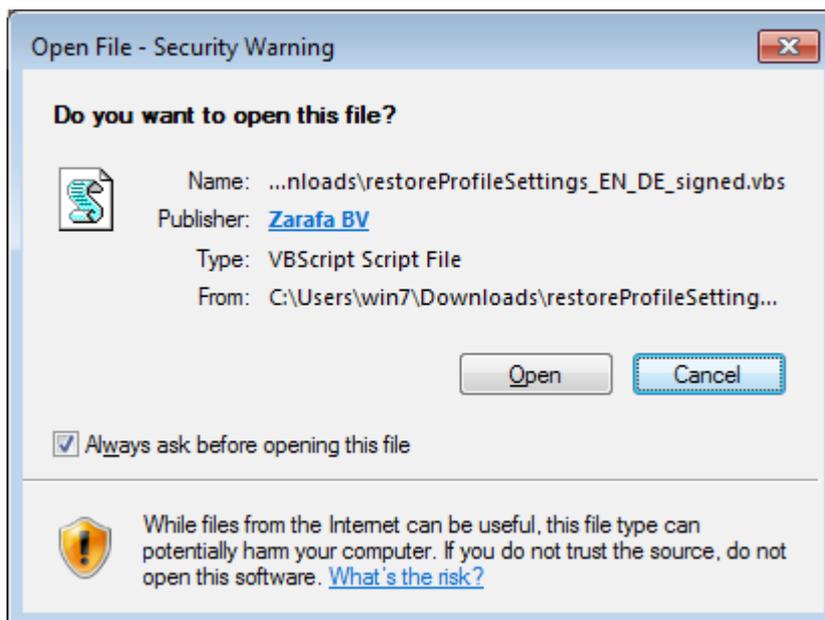
- Zarafa Outlook client 7.2.1-51355 (released in august 2015)
- October 2015 Outlook update 2010 (KB3085604) or 2013 (KB3085579) installed

Users who have not installed the Outlook update will not experience this issue and do not need to perform these steps.

How to restore Outlook profile settings

Zarafa has created a VBS script which restores the user profile settings. This script needs to be executed at the user system. Use the following steps:

1. Open the VBS script from the ZIP-file
2. Execute the VBS script. click Open in the Security Warning popup



3. The script will try to restore your profile settings



4. To restore your profile settings and update to the latest client, the script has to reboot the computer.

Please do not start Outlook before restarting!

5. After the reboot, the zarafa-autoupdater will install the new client automatically, you can verify this in the control panel after a few minutes.

