Microsoft Exchange Online Connector for Office Outlook 2003

November 2009

Microsoft® Office Outlook® 2003 can be used with Microsoft Online Services. However, you must install the Microsoft Exchange Online Connector for Office Outlook 2003 to use the free/busy information and offline address book (OAB) features of Office Outlook 2003.

Client Computer Requirements

The Microsoft Exchange Online Connector for Office Outlook 2003 can be installed on any of the following operating systems:

- Windows Vista® Business; Windows Vista Enterprise; Windows Vista Home; Windows Vista Ultimate
- Windows® XP Professional with SP2
- Windows XP Tablet Edition with SP2

In addition, ensure that the client computer is also running the following applications.:

- Office Outlook 2003 with SP3; Office Outlook 2003 with SP4
- Microsoft Online Services Sign In application
- Microsoft .NET Framework 3.0 with SP1 when running Windows XP; or Microsoft .NET Framework 3.5

Install the Microsoft Exchange Online Connector for Office Outlook 2003

To install the Microsoft Exchange Online Connector for Office Outlook 2003, download and run the installation file.

After the application is installed, Office Outlook 2003 can be launched and will be able to look up free/busy information and download the offline address book (OAB).

Uninstall or Repair the Microsoft Exchange Online Connector for Office Outlook 2003

If you have installed a previous version of the Microsoft Exchange Online Connector for Office Outlook 2003 and need to install a newer version, you will first need to uninstall the previous version. You can uninstall the Microsoft Exchange Online Connector for Office Outlook 2003 from Programs and Features in the Control Panel.

If you want to repair your installation of the Microsoft Exchange Online Connector for Office Outlook 2003, you must uninstall the application and then reinstall it.

Known Issues with the Exchange Online Connector for Office Outlook 2003

- **Microsoft Exchange Online Connector for Office Outlook 2003 is not supported on any 64-bit version of Windows, Windows Vista, or Windows 7**

  Microsoft Exchange Online Connector for Office Outlook 2003 is not supported on Windows 7, or on any 64-bit version of the Windows operating system.

- **Office Outlook 2003 displays an error message during a manual send/receive process**

  Office Outlook 2003 displays an error message during the OAB synchronization process that occurs when you click Send/Receive on the Tools menu or press F9. This error is the result of a known issue that prevents Office Outlook 2003 from disabling the OAB synchronization process that is not required after a user installs Microsoft Exchange Online Connector for Office Outlook 2003.

  To work around this issue, you need to disable the OAB download settings in Office Outlook 2003. Disabling this process will stop the error message from displaying; however, it will not prevent you from successfully downloading your OAB from Microsoft Online Services.

    Note: Before you begin the following procedure, ensure that you have installed all of the required updates for Office Outlook 2003 and have correctly configured the client computer by using the Sign In application. To download and install the required updates for Office Outlook 2003, see Update for Outlook 2003 (KB943649).

  To disable the OAB download settings in Office Outlook 2003

  1. Start Office Outlook 2003.
  2. On the **Tools** menu, point to **Send/Receive**, point to **Send/Receive Settings**, and then click **Edit**.
  3. The **Send/Receive Settings** dialog box appears.
  4. In the **Send/Receive Settings** dialog box, in the **Account Options** section, clear the **Download offline address book** check box.
  5. Click **OK**.