

# GSD. Outlook - Download the Offline Address Book in Outlook

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General Information:

Possible symptoms/errors:

User wants to know how to Download the Offline Address Book in Outlook

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Global Address List (GAL) is a comprehensive list that contains information about all email users, distribution list, and other Exchange objects.

Microsoft Outlook keeps an offline version of this address list and can be accessed when a user is not connected to Exchange. By default, the offline address book for an Exchange account is automatically updated in Outlook. This article shows how to manually download the address book in Outlook.

Details:

Advise the user to open Outlook. User must click on Send / Receive tab.

Under Send / Receive tab, inform them to select Send/Receive Groups and then Download Address Book....

On the Offline Address Book window, advise user to put a check mark before Download changes since last Send/Receive and then to choose the address book they want to update. Once done, user must click on OK.

Assignment Group:

Ext\_WW\_Collaboration\_SLS\_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A