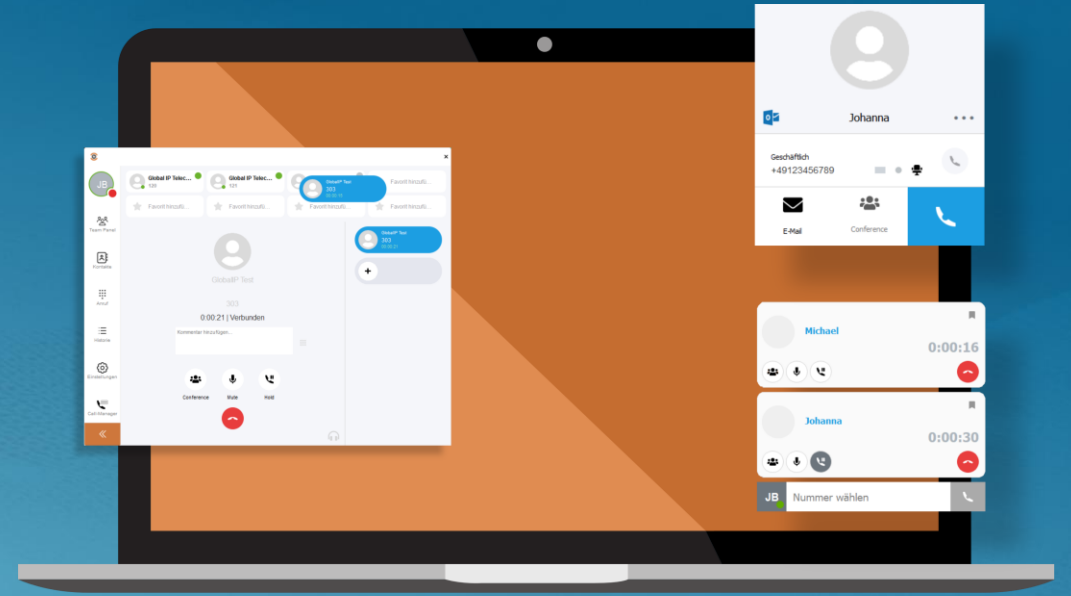


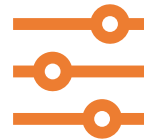
Outlook



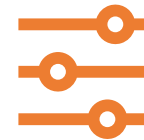
**Outlook
General**



Safety warnings



**Warnings
Deactivate**



**Image import
fails**



**Error during
synchronization**

Outlook general

- Outlook is not just Outlook. Regardless of individual Outlook versions, the use of Outlook 2016 is recommended.
- Outlook can be operated as a local application or in cloud version in combination with Exchange or Office365.
- It is not possible to map all eventualities. The interface is always "as designed".
- The Outlook family (Outlook, Exchange, Office 365) offers a wide range of options for configuring and customizing Outlook (forms, contact attributes, etc.). In the case of compatibility issues, adjustments are taken into account as far as possible, but cannot always be implemented due to the individuality.



Security warnings on access

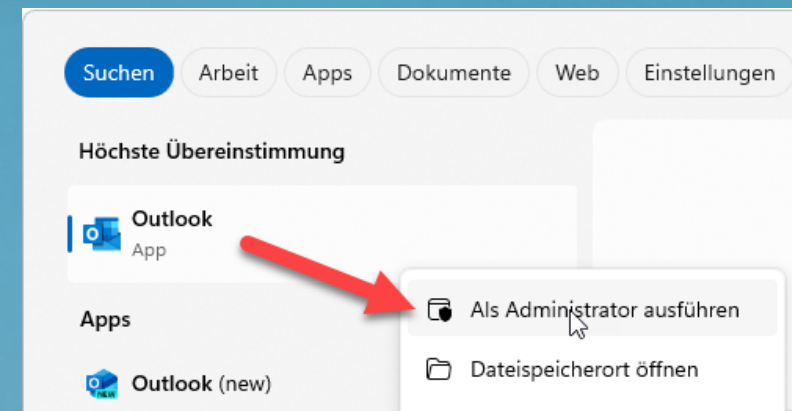
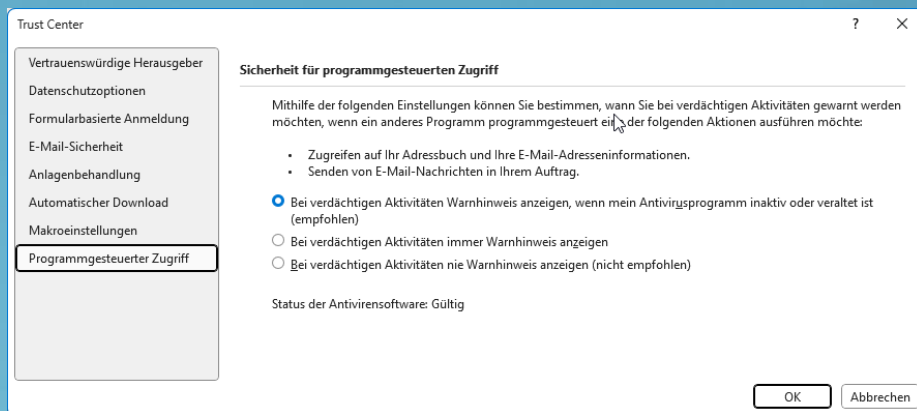
- Access is made with MAPI and the Outlook object model (COM). Access to Outlook can cause security messages but do not usually occur. The handling by Microsoft is quite contradictory in parts.
- Security messages are caused by time latencies in Outlook itself, e.g. if Outlook is not active fast enough. Complex Outlook synchronization processes can also lead to unforeseen messages that cannot be influenced (access errors, security messages, entry of passwords for external Office365 accounts despite correct storage).
- If access security messages are issued continuously, it is possible to deactivate these option to deactivate these messages via Outlook policies.



Outlook (Trust Center) Deactivate warnings

1. Select Outlook File and then Options.
2. Now select "Trust Center" and then "Trust Center settings".
3. Select "Program-controlled access".
4. Select the desired option. If you do not want warning messages to be reported permanently, select the option "Never show warning message for suspicious activities (not recommended)". The names may vary depending on the Outlook version.

If access to these options is blocked (grayed out radio buttons), exit Outlook and start Outlook as an administrator. To do this, enter Outlook on the desktop or in the "Start search" field, right-click on the Microsoft Outlook search result and select "Run as administrator".



Outlook (Trust Center / Registry) Deactivate warnings

Office click-and-loose installations

Same number of bits (32-bit Office running on 32-bit Windows or 64-bit Office running on 64-bit Windows):

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\ClickToRun\REGISTRY\MACHINE\Software\Microsoft\Office\<x.0>\Outlook\Security

Different number of bits (32-bit Office on 64-bit Windows):

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\ClickToRun\REGISTRY\MACHINE\Software\Wow6432Node\Microsoft\Office\<x.0>\Outlook\Security

Office MSI-Based Installations:

Different number of bits (32-bit Office on 64-bit Windows):

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\<x.0>\Outlook\Security

Same number of bits (32-bit Office on 32-bit Windows or 64-bit Office running on 64-bit Windows) :

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\<x.0>\Outlook\Security OR HKEY_CURRENT_USER\Software\Microsoft\Office\<x.0>\Outlook\Security

Please note that the registry paths can also exist as CURRENT USER, e.g. HKEY_CURRENT_USER\Software\Microsoft\Office\<x.0>\Outlook\Security

Hint

The placeholder <x.0> represents your version of Office (version 16.0 = Office 2016, Office 2019, Office LTSC 2021 or Outlook for Office 365, version 15.0 = Office 2013)

If not available, create a SUBKEY as a DWORD with the name "ObjectModelGuard".

Possible values are:

0 = Warn me of suspicious activity if my antivirus software is inactive or out of date (recommended)

1 = Always warn me of suspicious activity

2 = Never warn me of suspicious activity (not recommended)

Original Microsoft reference page:

<https://learn.microsoft.com/en-us/outlook/troubleshoot/security/a-program-is-trying-to-send-an-email-message-on-your-behalf>

Outlook (GPO) Deactivate warnings

Does not work on Windows Home versions

1. Download the latest Office policy templates

<https://www.microsoft.com/en-us/download/details.aspx?id=49030> whether X86 package or X64 package

2. Copying/installing administrative templates

ADMx/ADMI templates are copied to the %systemroot%\PolicyDefinitions folder or to the Central Store, if available. The language files (adml) are saved in the respective folder of the directory with the country code.

3. Group policy settings

Open the Group Policy settings by right-clicking on the Windows Start button, then select Run (or Windows+R), enter "gpedit.msc" and confirm with ENTER.

- Proceed as follows in the group policies:

Workstation

- Click on "User Configuration\Administrative Templates\Microsoft Outlook <version>" in the navigation bar

On a domain controller (GPO)

- Right-click on "Default Domain Policy" and select "Edit" in the context menu
- In the newly opened window, click on "User Configuration\Policies\Administrative Templates\Microsoft Outlook <version>"
- From there, navigate to the sub-entry "Security\Security form settings\Programmatic security"
- Double-click to open the settings for the selected policy
- Activate the desired policy and select the desired behavior under Options

Outlook Image import fails

This is a homemade problem in Microsoft Outlook. It can be caused by an Office update.

Outlook uses a special temporary folder for its attachments before they can be processed further. This folder is defined here in the registry:

`Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\<OutlookVersion>\Outlook\Security`

In rare cases, Microsoft corrupts its own access rights.

Solution:

1. You must delete the REG_SZ entry "OutlookSecureTempFolder" under "Security"
2. Restart Outlook

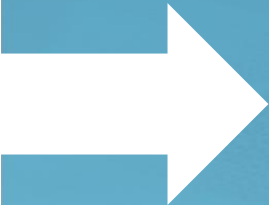
When Outlook is restarted, a new temporary Outlook folder is created and has access rights again.

Outlook Error during synchronization

Synchronization errors can have a wide variety of causes that lead to incomplete reading of all contacts or to a process abort. Due to the large number of Microsoft interfaces and configuration options, full compatibility is desirable but not always possible. This is also clearly demonstrated by Microsoft products, which are not always successful when it comes to harmonization issues, even within their own company.

We are happy to make every effort to ensure compatibility, but this is rarely possible just by creating a simple LOG file.

The first relevant information is

- 
- Which Outlook version is it, e.g. Office 365?
 - Are the contacts stored locally in Outlook or are they supplied externally?
 - Is any 3rd party software involved that can restrict access if necessary?
 - Is there any 3rd party software in use that customizes contact masks and generates individual contact attributes?
 - What is different from other workstations where it works or are all workstations equipped and configured identically?

Meta data from individual contacts can lead to errors. Contact details may contain scripts or special file formats that interfere with the sync process and cause it to stop. It may already be possible for you to narrow down the process.

Procedure:

Due to the number of Outlook customizations, synchronization processes usually have to be considered separately. We are happy to check the issue in such cases. In consultation, a special log file is generated via remote maintenance. It may be necessary for us to add extensions that provide us with additional information in the log protocol. If a purely technical examination via log protocol is not possible, a solution is usually sought intensively through observation and trial and error.