How do I remove the temporary mailbox message that appears every time I log in to my Exchange profile in Outlook?

Q: How do I remove the temporary mailbox message that appears every time I log in to my Exchange profile in Outlook?

Answer

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For Windows XP:
For Windows Vista:

The temporary mailbox message is:

> *Your mailbox has been temporarily moved on the MS Exchange server. A temporary mailbox exists, but might not have all of your previous data. You can connect to the temporary mailbox or work offline with all of your old data. If you choose to work with your old data you cannot send or receive email messages.*

For Windows XP:

Remove your current Exchange profile:

1. Go to **Control Panel > Mail > Profiles > Show profiles**.
2. Highlight the current Exchange profile you are using and click **Remove**.
3. Click **YES** when you are asked if you are sure.
4. To close the window, click **OK**.
5. Open Windows Explorer.
6. Browse to the folder **C:\Documents and Settings\user\Local Settings\Application Data\Microsoft\Outlook**.
7. Highlight and delete the Outlook.ost file. (See NOTE below.)
8. [Recreate a new profile], which will create a new .ost file.

NOTE: The Outlook.ost file is in a folder that is "hidden" by default. If you do not see the folder, you may need to change the view settings in Explorer, as follows:

- Go to **Tools>Folder options, View tab**
- Check the radio button for **Show hidden files, folders, and drives**
- Uncheck the box for **Hide protected operating system files (recommended)**
- Click **YES** when you are asked if you are sure.
- To close the window, click **Apply** and **OK**.

Result: **C:\Documents and Settings\user\Local Settings\Application Data\Microsoft\Outlook** folder will now show up.

For Windows Vista:

Remove your current Exchange profile:

1. Go to **Control Panel > Mail > Profiles > Show profiles**.
2. Highlight the current Exchange profile you are using and click **Remove**.
3. Click **YES** when you are asked if you are sure.
4. To close the window, click **OK**.
5. Open Windows Explorer.
6. Browse to the folder **C:\users\username\appdata\local\Microsoft\Outlook**.
7. Highlight and delete the Outlook.ost file. (See Note below.)
8. [Recreate a new profile], which will create a new .ost file.

NOTE: The Outlook.ost file is in a folder that is "hidden" by default. If you do not see the folder, you may need to change the view settings in

Explorer, as follows:

- Go to **Organize>Folder** and **Search options, View tab**.
- Check the radio button for **Show hidden files, folders, and drives**.
- Uncheck the box for **Hide protected operating system files (recommended)**.
- Click **YES** when you are asked if you are sure.
- To close the window, click **Apply** and **OK**.

Result: **C:\users\username\appdata\local\Microsoft\Outlook** folder will now show up.