Outlook - use LDAP instead of GAL

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- We were contacted by an office that was unhappy that the Exchange server's Global Address List (GAL) made it difficult to look up the email addresses of Lincoln (LL) employees.
- Lincoln employees who have "kerberos-only" accounts do not have mail accounts. They are listed in MIT's directory (People Search / LDAP) but are not listed in the Exchange server's GAL.

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Answer

You can set Outlook to look up names from LDAP. This works with the new LDAP server ldap.mit.edu because it has server-side support for browsing, which Outlook needs.

Outlook 2010, 2016 instructions

Overview / General concepts

1. add LDAP address book "ldap.mit.edu", with "enable browsing" option
2. set it as the first address book searched

Step-by-step instructions

Add LDAP addressbook

1. In Outlook, go to the **File** tab, then **Info**, then **Account Settings > Account Settings**
2. In the new window, go to the tab "Address Books" and press **New...**
3. Choose **Internet Directory Sercice (LDAP)** and **Next**
4. For Server Information, enter Server Name: "ldap.mit.edu"
5. Press the button **More Settings...**
   If Outlook warns you that you will need to restart Outlook, press **OK**.
6. In the new window "Microsoft LDAP Directory", go to the **Search** tab
7. For Search Base, choose **Custom:** and enter "dc=mit,dc=edu"
8. For Browsing, choose "[x] Enable Browsing (requires server support)"
9. Press **OK** to close the Microsoft LDAP Directory window
10. Press **Next** in the Add New Account / Directory Service (LDAP) window
11. Press **Finish** to close the Add New Account window.
12. Press **Close** to close the Account Settings window.
13. Quit Outlook
14. Re-open Outlook

Set it as the first address book searched

1. From the **Home** tab, in the Find group, choose **Address Book**
2. From the Tools menu choose **Options**
3. Set "check address lists in this order" to "Custom" and use the buttons to move "ldap.mit.edu" to the top of the list.
4. Press **OK** to close the Addressing settings window
5. Press **X** to close the Address Book

Note:

- This sets ldap.mit.edu as the primary lookup addressbook, instead of the Exchange server's Global Address List (GAL).
- This makes Outlook address lookups work like it did last year before you migrated to Exchange, but it makes it work differently than the rest of campus using Outlook w/ Exchange. We haven't tested this setup, we don't think you'll see problems but we can't be sure.
- In Outlook 2016 the person will appear in your search however the email address is not visible.