

I'm not a bot



Forcing Outlook to redownload your entire Address Book can be a first troubleshooting step when you run into issues with syncing your Offline Address Book. To do this, open Outlook, view the "Send/Receive" groups, and download the address book by unticking the option for downloading changes since the last send/receive and clicking OK. If that doesn't work, manually deleting the oab-files can be an alternative solution. However, determining the exact location of these files can be challenging, especially when you have multiple Exchange accounts configured on your computer. The default location where Outlook stores oab-files is C:\Users\%username%\AppData\Local\Microsoft\Outlook\Offline Address Books\.

This folder will contain one or multiple folders depending on how many Exchange accounts are set up. To identify which folder belongs to which account, you can open the address book, select your Offline Global Address List, right-click on it, and then view its properties.

Forcing an Update of the Offline Address Book (OAB) in Outlook I have been having some issues with new colleagues not showing up and their contact pictures not displaying, but my colleague sitting next to me shows up fine. I don't think it is a server misconfiguration, so I would like to try updating the Offline Address Book (OAB) manually. Is there any way to force an update of the OAB in Outlook? In general, Outlook will automatically update the OAB for Exchange accounts once every 24 hours. However, if you want to make sure you have the latest OAB available or if the update mechanism is broken, you can manually trigger an update from within Outlook. If the update mechanism appears to be broken, it could be because of a corruption in your OAB or mail profile. In that case, you can completely reset it by deleting the files making up the OAB or by recreating your mail profile. Update OAB from within Outlook Rather than waiting 24 hours for Outlook to update the Offline Address Book on its own, you can force an update via the Send/Receive menu button. For example, in Outlook 2007 and previous, go to Tools -> Send/Receive -> Download Address Book. In Outlook 2010, 2013, and 2016, go to tab: Send/Receive > Send/Receive Groups -> Download Address Book. To manually update your OAB rather than waiting 24 hours, you can disable the option "Download changes since last Send/Receive" to make sure you get a complete fresh copy of the OAB. However, this could take longer to download. In Outlook 2010 and previous, it is recommended to leave the option "Full Details" enabled. Delete the OAB files Another way to make sure that you get a fresh copy of the OAB is by renaming the oab-files to .old when Outlook is closed. They are stored in the following location: Windows XPC:\Documents and Settings\%username%\Local Settings\Application Data\Microsoft\Outlook. You can paste the path mentioned above in the Address Bar of Explorer to quickly open the location. When using Outlook 2010, 2013, or 2016, you'll find a folder called Offline Address Books which itself holds subfolders with named after Account GUIDs. When you have multiple Exchange accounts configured, you'll find a folder for each account that you have. The quickest and most thorough method is to simply rename the Offline Address Books folder by appending .old behind it.

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