Outlook 2010/2013/2016 AutoDiscover Delays

There is a known bug within Outlook 2010/2013/2016 while the AutoDiscover process is being performed (the process where Outlook attempts to contact UT and retrieve your email information to successfully set up your UT Email) can cause long delays (30-60min). Below is a Registry Setting that can be performed that may reduce the time it takes to perform the AutoDiscover process.

Note: Please make sure that you have installed the latest Office updates for your version of Office software.

Outlook 2016

IMPORTANT: Follow the steps very carefully. Serious problems might occur if you modify the registry incorrectly. Before you modify it, backup the registry for restoration in case problems occur.

1. Open Registry Editor.
2. Locate and then click the following registry subkey:

   HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\Autodiscover

3. On the **Edit** menu, point to **New**, and then click **DWORD (32-bit) Value**.

   Type **ExcludeHttpsRootDomain**, and then press Enter.

4. On the **Edit** menu, click **Modify**, type 1 in the **Value data** box, and then click **OK**.
5. Exit Registry Editor.
6. Attempt to set up your mail profile again.

Outlook 2013

IMPORTANT: Follow the steps very carefully. Serious problems might occur if you modify the registry incorrectly. Before you modify it, [backup the registry for restoration](#) in case problems occur.

1. Open Registry Editor.
2. Locate and then click the following registry subkey:

   HKEY_CURRENT_USER\Software\Microsoft\Office\15.0\Outlook\Autodiscover

3. On the **Edit** menu, point to **New**, and then click **DWORD (32-bit) Value**.

   Type **ExcludeHttpsRootDomain**, and then press Enter.

4. On the **Edit** menu, click **Modify**, type 1 in the **Value data** box, and then click **OK**.
5. Exit Registry Editor.
6. Attempt to set up your mail profile again.

Outlook 2010

IMPORTANT: Follow the steps very carefully. Serious problems might occur if you modify the registry incorrectly. Before you modify it, [backup the registry for restoration](#) in case problems occur.

1. Open Registry Editor.
2. Locate and then click the following registry subkey:

   HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Outlook\Autodiscover

3. On the **Edit** menu, point to **New**, and then click **DWORD (32-bit) Value**.

   Type **ExcludeHttpsRootDomain**, and then press Enter.

4. On the **Edit** menu, click **Modify**, type 1 in the **Value data** box, and then click **OK**.
5. Exit Registry Editor.
6. Attempt to set up your mail profile again.