

SAYRE AREA SCHOOL DISTRICT TECHNOLOGY TIPS

CLEANING “TYPE AHEAD” MEMORY

Purpose

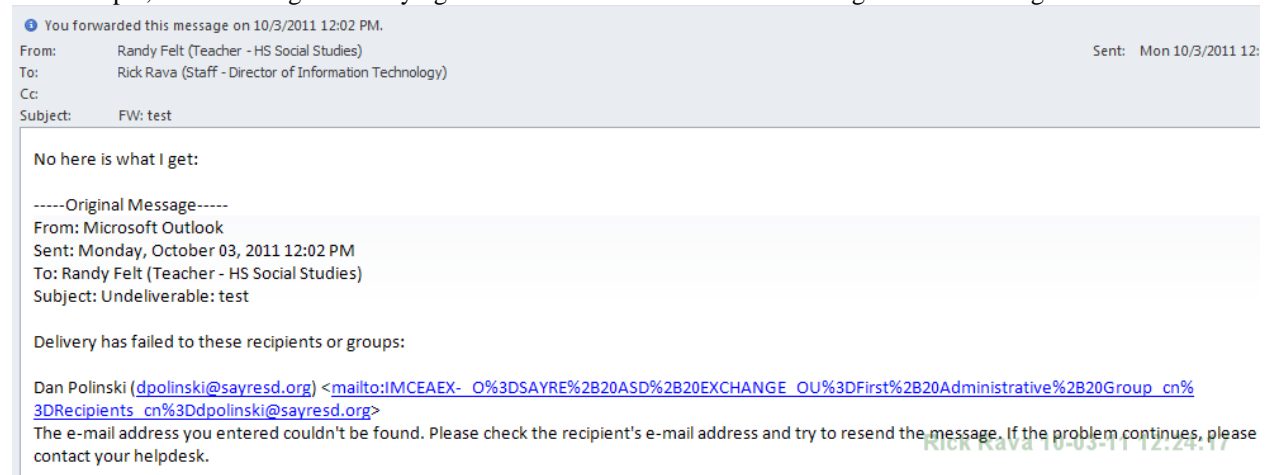
When you type an email address within Outlook, it saves this address as a “type ahead” on your individual machine. If you mistyped that address, when you type in the name/address again, it will still show the wrong address as an option. The following document will explain how to delete or clean those addresses up.

To fix problems with the Nickname Cache.

Here is a brief description of the problem from MS:

“Microsoft Outlook maintains a nickname list that is used by both the automatic name checking and the automatic completion features. The nickname list is automatically generated as you use Outlook. If the nickname cache is corrupted, Outlook may not be able to identify recipients, may offer incorrect recipients when automatically completing the e-mail address, or may send the message to the wrong person. Microsoft Outlook maintains a nickname list that is used by both the automatic name checking and the automatic completion features. The nickname list is automatically generated as you use Outlook. If the nickname cache is corrupted, Outlook may not be able to identify recipients, may offer incorrect recipients when automatically completing the e-mail address, or may send the message to the wrong person.”

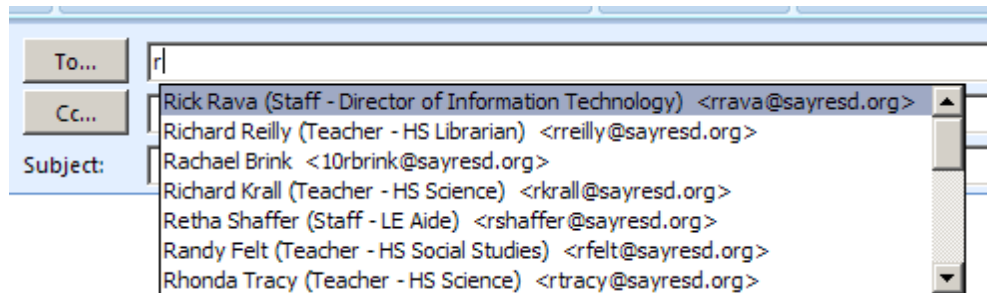
For example, the following user is trying to send an email to Dan Polinski and gets the following error:

A screenshot of an Outlook email interface. At the top, it says "You forwarded this message on 10/3/2011 12:02 PM." Below that is the email header: "From: Randy Felt (Teacher - HS Social Studies) Sent: Mon 10/3/2011 12:02 PM", "To: Rick Rava (Staff - Director of Information Technology)", "C:", and "Subject: FW: test". The main body of the email says "No here is what I get:" followed by a separator "-----Original Message-----". The original message header is: "From: Microsoft Outlook", "Sent: Monday, October 03, 2011 12:02 PM", "To: Randy Felt (Teacher - HS Social Studies)", and "Subject: Undeliverable: test". Below that, it says "Delivery has failed to these recipients or groups:" followed by a list of recipients: "Dan Polinski (dpolinski@sayresd.org) <mailto:IMCEAEX-O%3DSAYRE%2B20ASD%2B20EXCHANGE_OU%3DFirst%2B20Administrative%2B20Group_cn%3DRecipients_cn%3Ddpolinski@sayresd.org>". At the bottom, it says "The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk." There is a faint watermark "Rick Rava 10-03-11 12:24:17" in the bottom right corner of the screenshot.

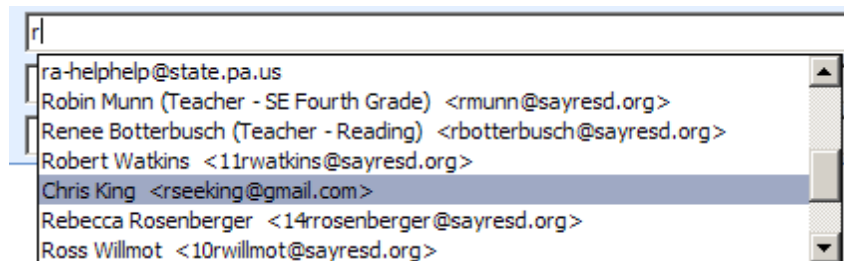
Deleting 1 item from Cache

The first method to fix this problem (and preferred method) is to delete one item from your cache!

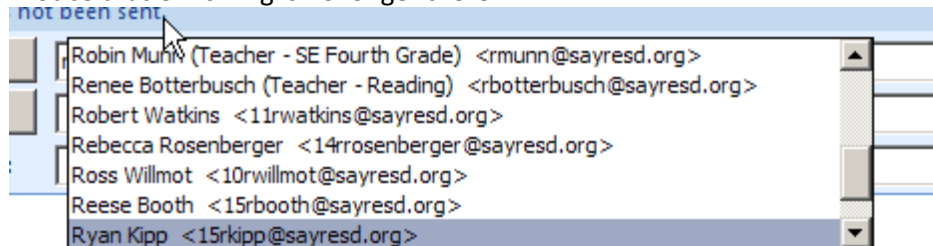
Start a new email in Outlook. In the To... screen start to type in the name or address that you wish to delete.



Use your arrow keys and scroll up and down till you find the name that you want to delete and hit your "Delete" key on your keyboard.



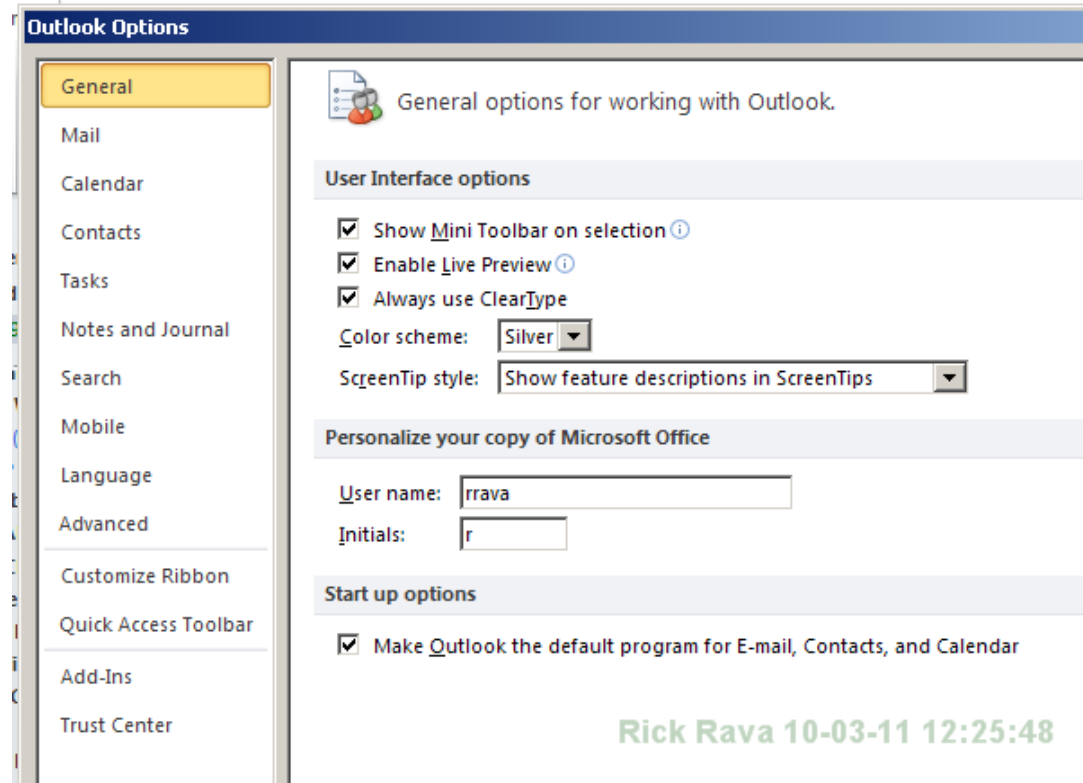
Notice that Chris King is no longer there



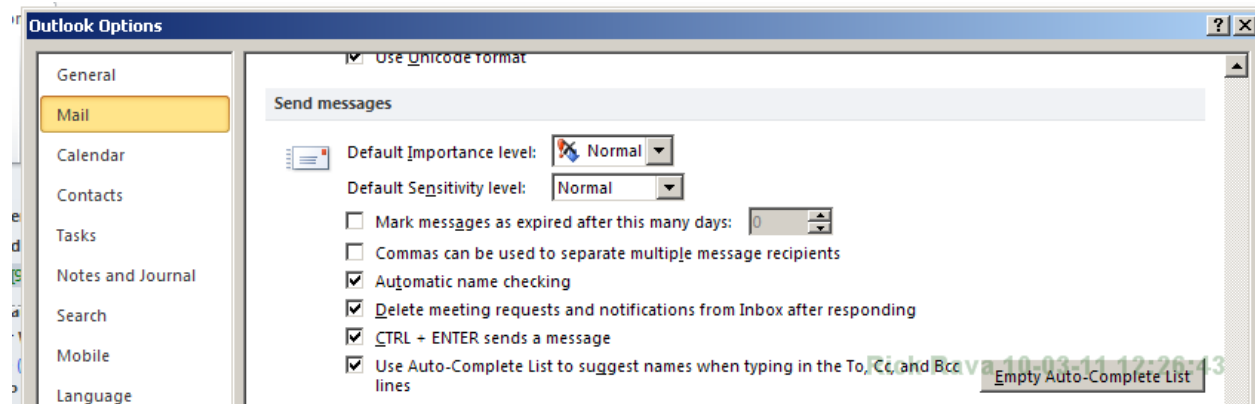
Deleting Your Entire TypeAhead Cache

This method will delete your entire TypeAhead Cache!

Start up MS Outlook 2010 and do the following:
With Outlook 2010 open, click **File**, and then click **Options**.



Click the **Mail** tab.



Under **Send Messages**, click **Empty Auto-Complete List**.

Outlook will generate a new nickname cache. Close and restart Outlook.