



Anleitung Outlook Resolve OST File Synchronization issues

Resolve OST File Synchronization issues in MS Outlook

[admin](#) | August 6th, 2016 | [Error](#)

This article elaborates how to fix OST File Sync issues which occurs when users attempt to synchronize an Exchange server mailbox with an OST file in Outlook.

What is OST Synchronization?

OST File is created when MS Exchange account is configured in Outlook. This file is also referred as Offline folder since it also allows you to work when the connection to the server is not available. Once the connection is accessible, all the work that have been done offline in MS Outlook gets synchronized with Exchange Server which in turn make OST file replica of Exchange mailbox.

Reasons behind OST File Sync Issues:

Every now and then, users encounters various errors during synchronization of OST and Exchange mailbox. There are several reasons due to which Outlook 2003, 2007, 2010 and Outlook 2013 not syncing with exchange.

- The main cause for syncing issue is network connectivity
- Every so often, administrators face downtime of Microsoft Exchange Server which prevent Outlook from being synchronized
- There is a situation when Outlook starts malfunctioning due to problems in local machine
- One of the prime cause is OST File corruption due to virus infection, sudden shut down, large size of OST

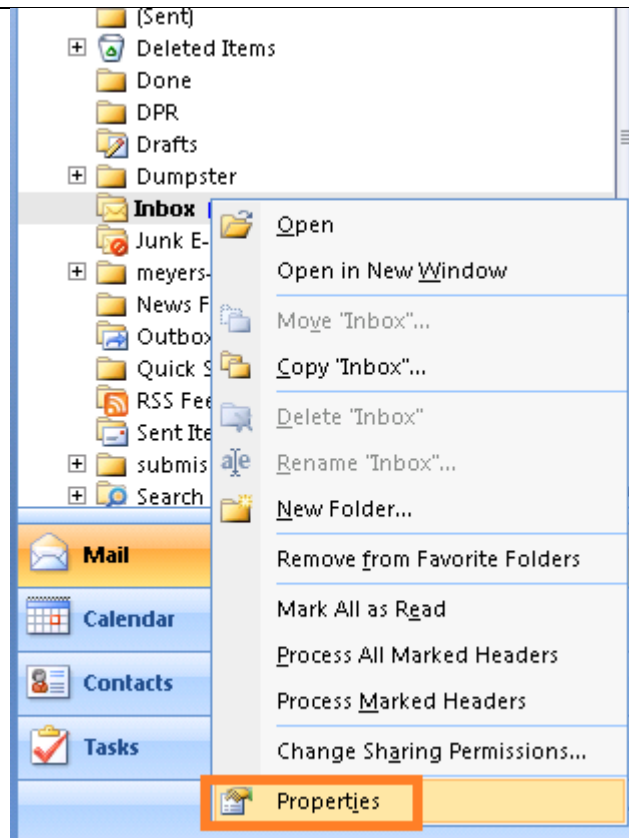
Workarounds to Fix OST synchronization problem

There are various steps that can resolve the problem such as verify cached exchange mode, user profile and many more. Below some essential steps are given that can help you in getting rid of the issue.

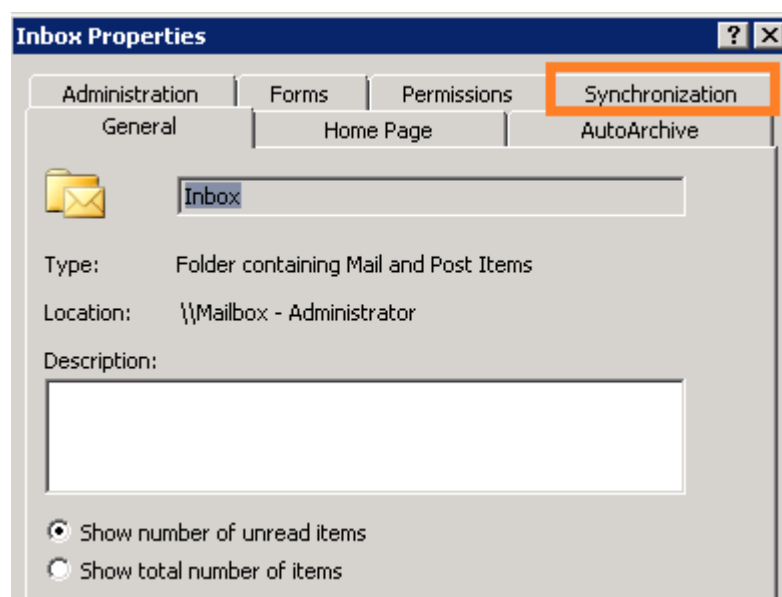
#Step 1. Check Synchronization of Offline Folders

In order to verify OST file is being synchronized correctly or not, one should follow the following steps:

- Right click on the folder which need to be checked. The click Properties.



Click the Synchronization tab.



- Go to Statistics for this folder, check the following attributes:

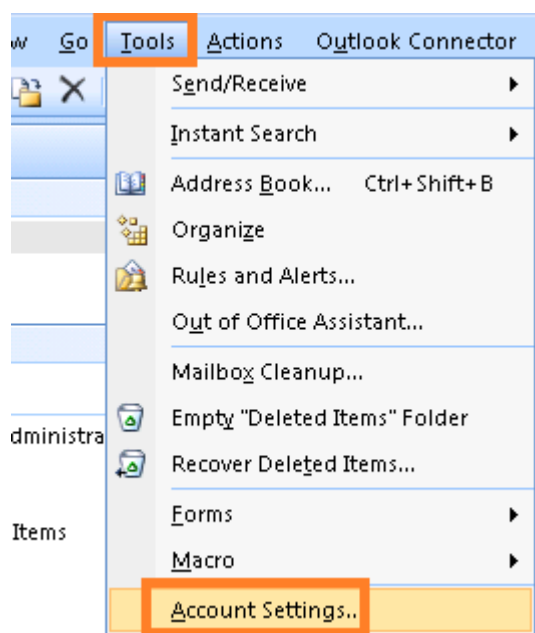


1. Last Synchronized on: *Date*
2. Server folder contains: *Items*
3. Offline folder contains: *Items*

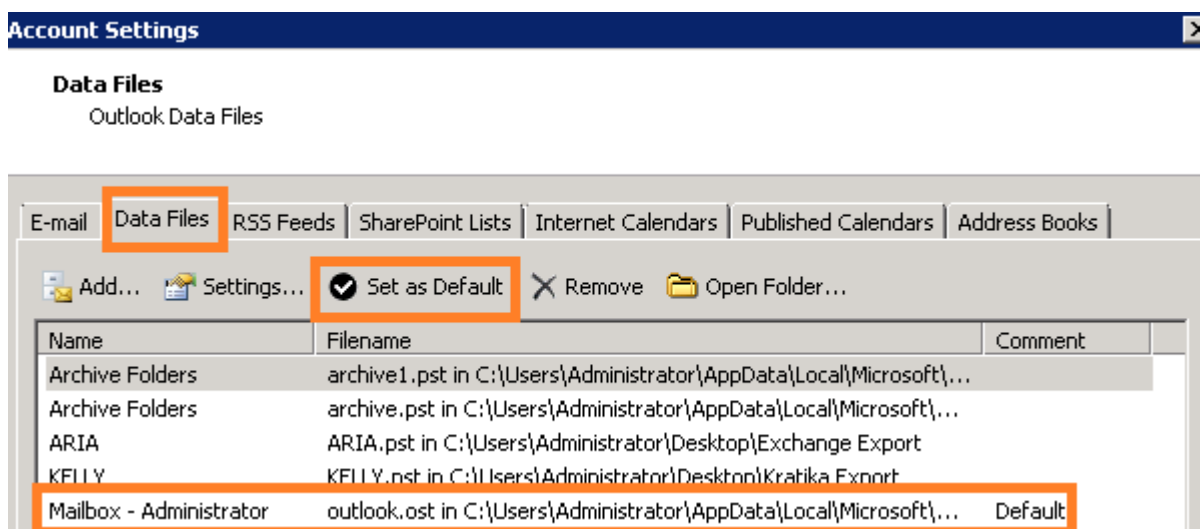
If there is no OST File Sync Issues then the attribute values of Server folder contains and offline folder contains will be same. If these values are not same, it means there is a problem in synchronizing both database. In such situation, you need to follow the below process which will verify the profile settings.

Check Profile Settings (Outlook 2007):

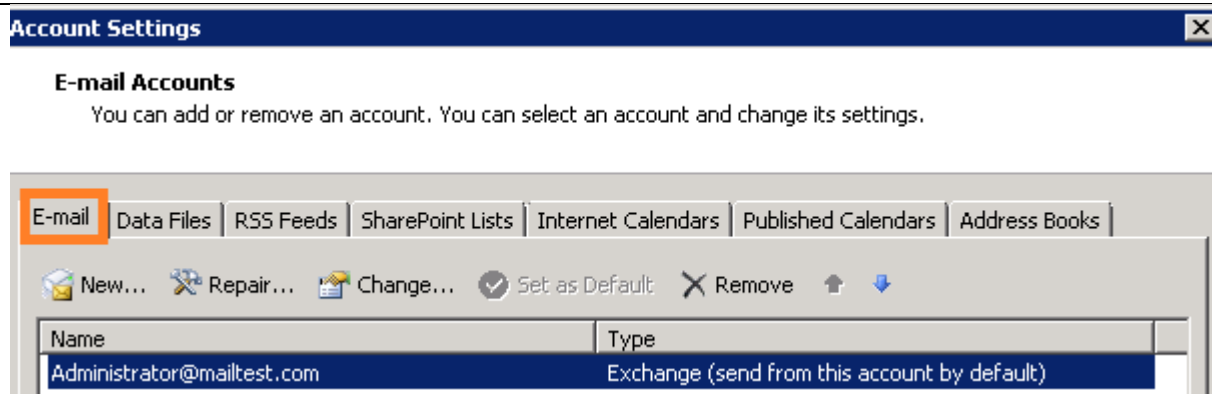
- Go to Tools > Account Settings



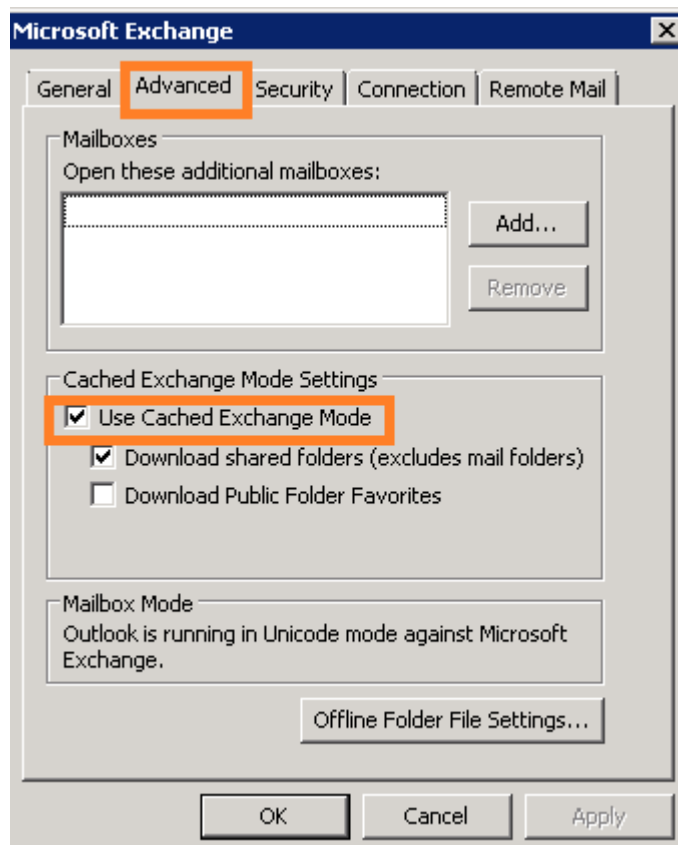
- Go to Data File > Set Mailbox -account name as default



- Go to Email tab >Mailbox -account name > Settings



- Select Use cached Exchange Mode > OK



#Step 2. Perform OST Synchronization

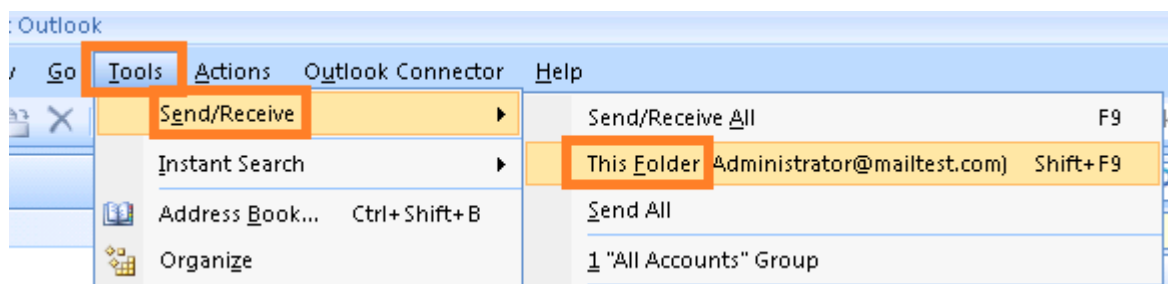
There are two workarounds available to synchronize offline folders: manual and automatic methods which can help to fix ost file sync issues

Synchronization via Manual Method

- Select Folder List pane > select folder need to be synchronized



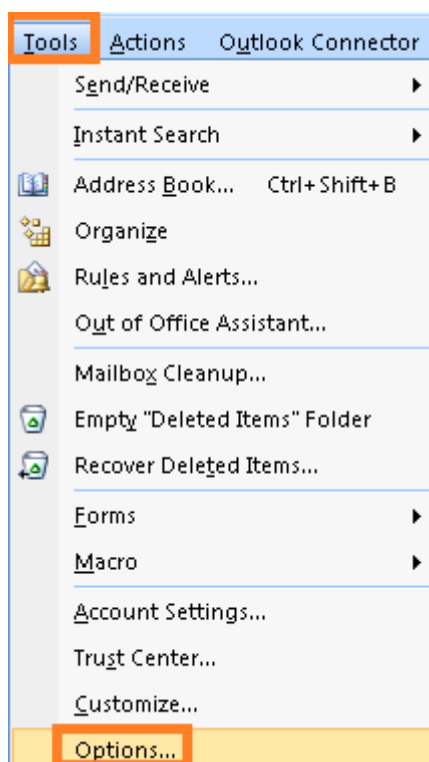
- Tools menu > Send/Receive > This Folder (Microsoft Exchange Server) – For a particular folder
- Tools menu > Send/Receive All – For all folders



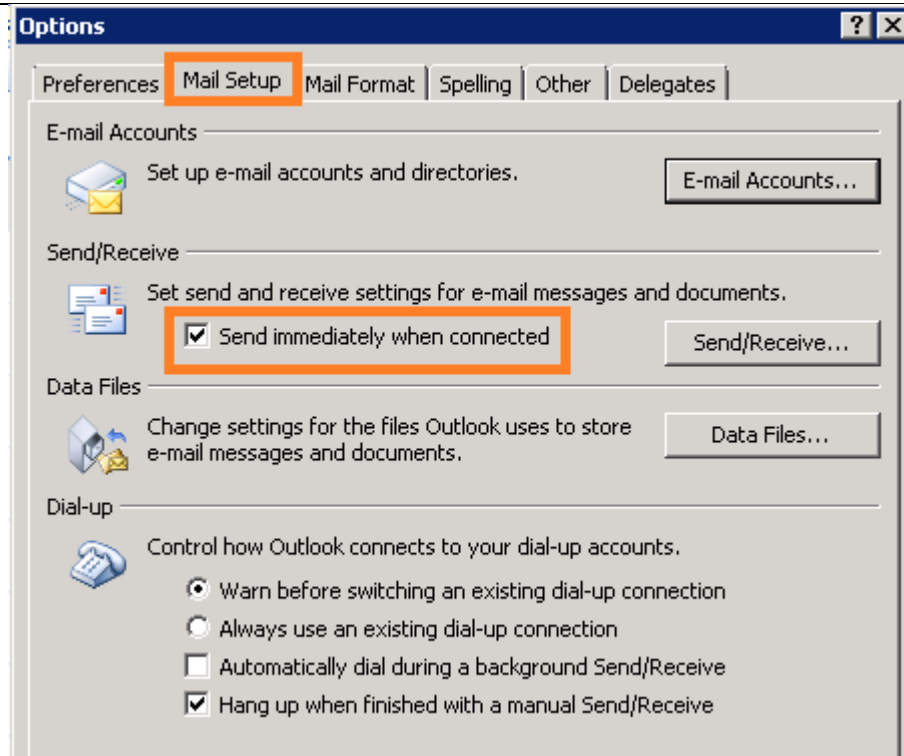
Synchronization via Automatic Method

This method can synchronize OST file with Exchange mailbox every time user come online:

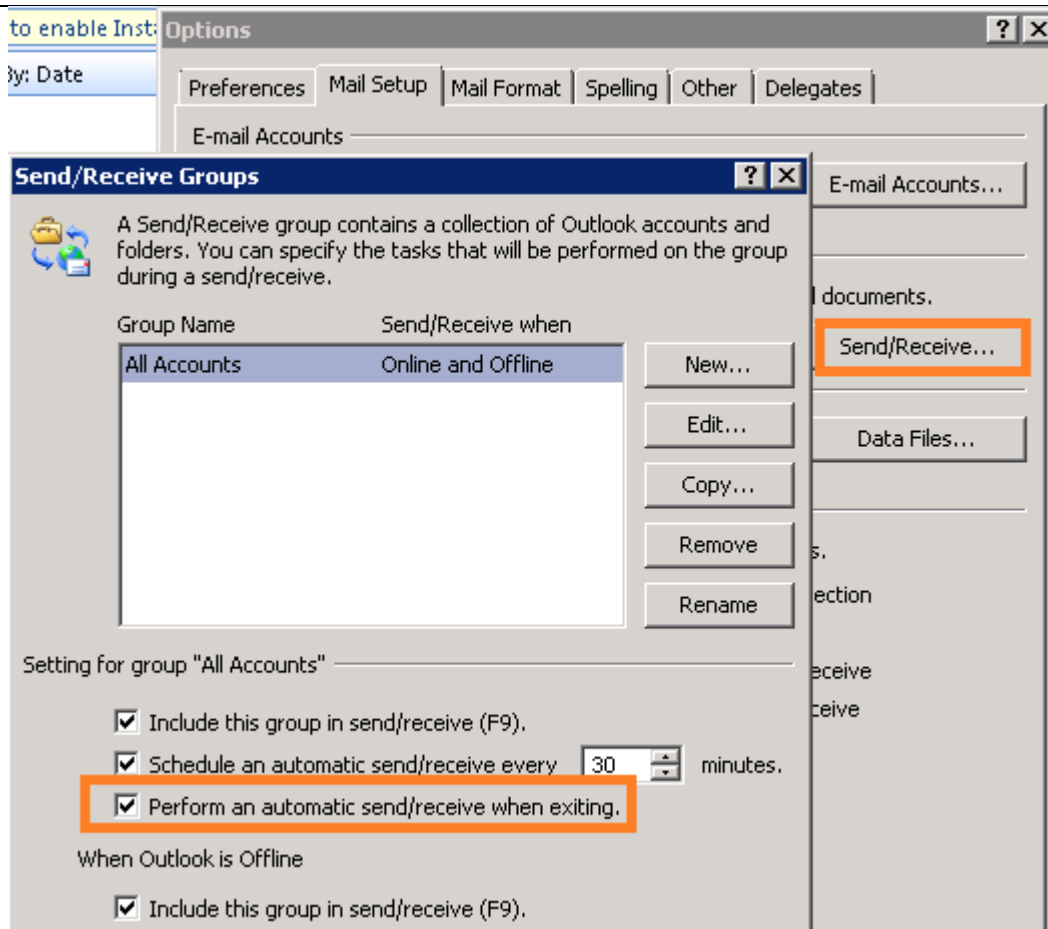
- Go to Tools > Options



- Mail Setup > Send immediately when connected



- Send/Receive > Send/Receive Groups > Select Perform an automatic send/receive when exiting > Close



#Step 3. Create a New OST File and Synchronize File

After performing above methods to resolve ost synchronization problem, if you are still not getting your OST file synchronized then it is more likely that the OST is damaged or corrupt. In such circumstances, you need to recreate & resynchronize the offline folder.

Way to rebuild a new OST

- Search ost file by typing *.ost in search box.
- Rename the old OST file with a different file extension like replace .ost with .old.
- When file is renamed then Outlook will create a new file.
- Open Outlook > Tools > Send/Receive

Alternate Way to Resolve OST File sync issues

The above mentioned methods can resolve the Outlook synchronization issues. However, if the OST file is highly damaged or corrupted and is not in a working condition then manual methods fail in synchronizing OST file. Moreover, data file can become inaccessible which in turn cannot be open in Outlook. In such cases, one should [go for OST Recovery Tool](#) to perform the recovery and resolve data file issues within few click.



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Quelle: <https://www.recovery-tools.org/techtalk/ost-file-synchronization-issues.html>