

Improving Outlook Performance

If your users require Outlook as their email client, these important settings should be reviewed and implemented for optimal Outlook performance with the MDAemon Email Server.

The sections below include best practices for IMAP, MDAemon Connector and ActiveSync connections. Many of these tips apply to more than one connection type, and your connection type may be listed in more than one section.

MDaemon Connector for Outlook Users

Compact the Local Cache File

MDaemon Connector stores user data in a local cache file. This file can increase in size over time. This can result in slower response times, as it may take longer for Outlook to process user data as this file grows larger. Compacting the local cache file will improve performance by keeping this file at a manageable size.

Follow these steps to compact the local cache file:

1. Make sure Outlook is shut down, and navigate to the Windows control panel.
2. Click on the **Mail** control panel.
3. Click on **Email Accounts**.
4. Double-click on your MDAemon Connector account.
5. Click on the **Database Management** tab.
6. Locate the **Purge Database** section and click on the **Purge** button.

Locate the **Compact Database** section, and click on the **Compact** button. You can also check “**Compact database on Outlook shutdown**” to compact the database each time Outlook is shut down. [Figure 1-1]

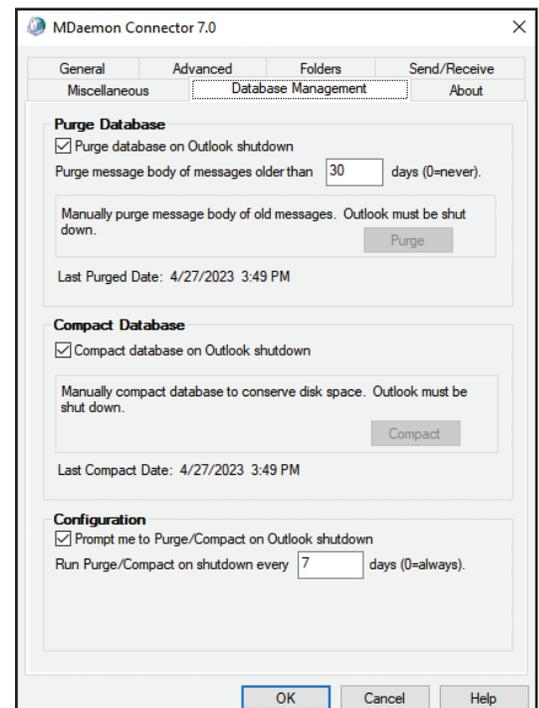


Figure 1-1

Exclude the Local Cache File from Antivirus Scanning

You can improve MDAemon Connector’s performance by excluding the local cache file from antivirus scanning on client machines. By default, this file is located here:

C:\Users\{Windows username}\AppData\Roaming\Alt-N\Outlook Connector 2.0\Accounts\{Outlook profile name}

Use the Same Version of MDAemon Connector on the Client and Server

Each time a new version of MDAemon Connector is released, various performance enhancements are added. For best results, when you update to a newer version of MDAemon Connector on the server, we recommend updating the MDAemon Connector plugin on client machines. Users can verify which version of the MDAemon Connector plugin they are using by clicking on the About tab on the MDAemon Connector toolbar. Users who are using a version of the plugin that is older than the version of MDAemon Connector installed on the server can download the updated plugin in MDAemon Webmail. Simply navigate to the Options menu (or gear icon, depending on which theme is used), and click on MDAemon Connector to download the plugin. Then, double-click the installer to install the updated plugin. [Figure 2-1]

NOTE: MDAemon Connector includes the option “Download Headers Only” under the Send/Receive tab of the MDAemon Connector Client configuration screen. When this option is enabled, Outlook only downloads the information needed to show messages in the message list, and not the full content of each message. When you click on a message, the rest of the message is downloaded for viewing. Users may experience a slight delay in viewing messages in the preview pane when “**Download Headers Only**” is enabled because Outlook has to download the rest of the message when it is selected. If messages are slow to appear in the preview pane or when viewing, try disabling “**Download headers only.**” [Figure 2-2]

Please see the [MDAemon Connector for Outlook – Guidelines](#) page for more information on getting the best performance out of MDAemon Connector.

POP, IMAP, ActiveSync or MDAemon Connector Users

Adjusting the Send/Receive Frequency

Adjusting Outlook’s Send/Receive schedule can often improve performance. If email messages are slow showing up in your Inbox, you can configure Outlook to send/receive messages more frequently so that it doesn’t have to download as much data each time it checks for new messages. If your send/receive schedule is set to check less frequently, (for example, every 30 minutes), try changing it to send/receive every 3 minutes.

Microsoft Outlook users can find the send/receive frequency setting via File | Options | Advanced. Locate the **Send/Receive** section and click on the **Send/Receive Groups** | **All Accounts**, adjust the timing for “Schedule an automatic send/receive every...” [Figure 2-3]

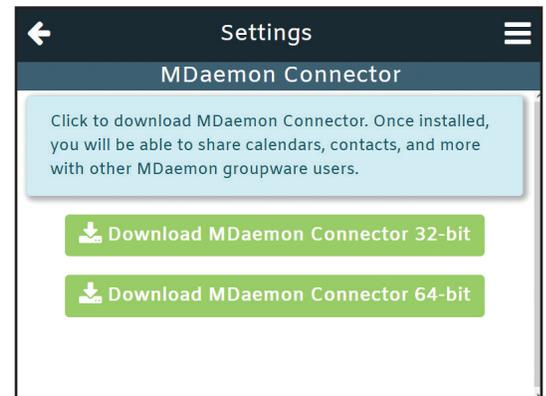


Figure 2-1

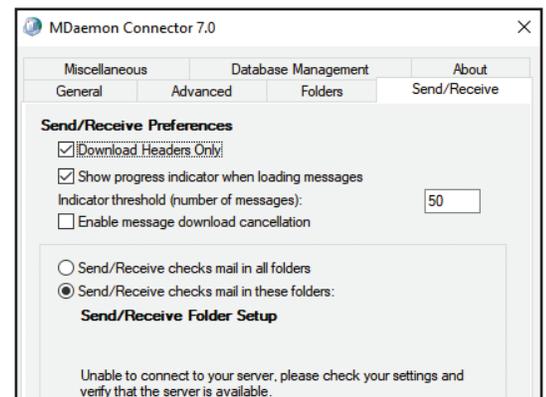


Figure 2-2

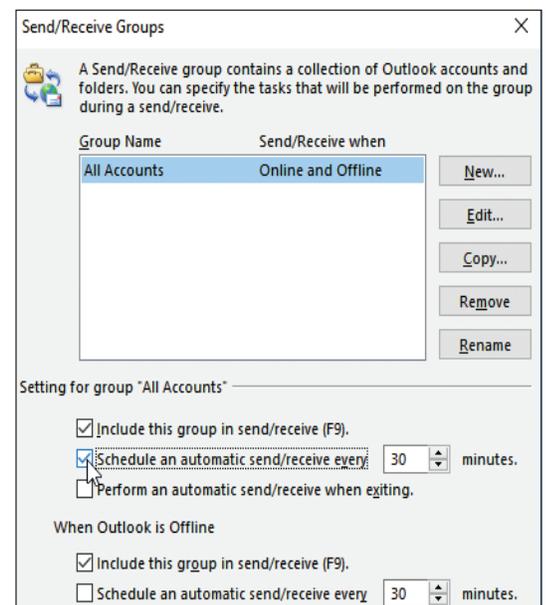


Figure 2-3

Review/Disable Add-Ins

Having too many Outlook add-ins can bog down Outlook’s performance. When Outlook is installed for the first time, it comes with its own set of add-ins. Not all of these add-ins will be activated, and there may be add-ins enabled that you don’t need. Here is a list of default Outlook add-ins:

- Business Connectivity Services Add-in
- Microsoft Exchange Add-in
- Microsoft Outlook Social Connector / Outlook Social Connector 2013/2016
- Microsoft SharePoint Server Colleague Import Add-In
- Microsoft Exchange Unified Messaging
- OneNote Notes about Outlook Items
- Microsoft Access Outlook Add-In for Data Collection and Publishing
- Microsoft VBA for Outlook Add-in
- Windows Search Email Indexer

In addition, other third-party applications can add their own Outlook add-ins. Follow the instructions below to disable unwanted add-ins.

In Outlook 2010 & up: Go to **File | Options | Add-ins**. Locate the **Manage** drop-down menu at the bottom, and select **Com Add-ins**, then click on **Go**. To disable specific add-ins, simply un-check the items you don’t need, and click on **OK**. You can also use the **Remove** button to remove selected items completely. For some add-ins, you may need to restart Outlook for your changes to take effect. [Figure 3-1]

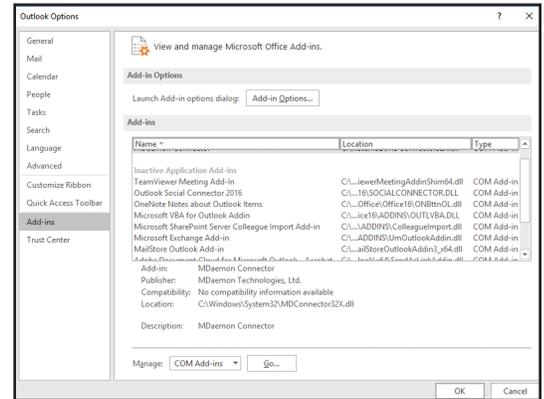


Figure 3-1

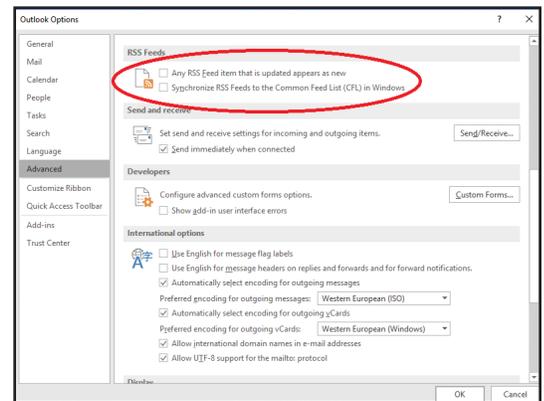


Figure 3-2

Disable RSS Feeds

If you have a lot of RSS feeds that are synchronized with Outlook, these syncing tasks could bring Outlook to a crawl. If you aren’t using Outlook as an RSS reader, you can disable this feature from Outlook by following these steps:

In Outlook 2010 / 2013 / 2016 / 2019: Go to **File | Options**. Click on the **Advanced** button in the left-hand navigation menu. Under the **RSS Feeds** section, uncheck both options. [Figure 3-2]

Perform Regular Housekeeping

Performing the following housekeeping tasks regularly will help minimize the amount of data that Outlook must process, and will reduce the amount of memory used by Outlook.

We recommend performing these housekeeping tasks regularly:

- Delete any email messages, calendar items, and contacts that are no longer needed.
- Empty the Deleted Items folder by right-clicking it and selecting Empty Folder.
- Delete unwanted items from the Sent Items folder.
- Move items out of the Inbox to other mail folders.
- Archive old messages. Mail server administrators can implement a server-wide archiving solution such as [MailStore](#) to help cut down on the amount of data stored in user mailboxes.

POP, IMAP & ActiveSync Users

Compact or Repair PST Files

PST files can be another source of Outlook sluggishness. You can help improve Outlook's performance by:

- Using multiple PST files.
- Keeping attachments out of PST files.
- Compacting PST files

To compact a PST file in Outlook 2013, 2016 and 2019:

- Delete any items you no longer need, and then empty the Deleted Items folder.
- Click on the **File** tab on the ribbon, and then select the **Info** tab.
- Click on **Account Settings**, and then click on **Account Settings** again.
- Click on the **Data Files** tab.
- Select your PST file in the list, and then click on **Settings**.
- On the **General** tab, click on **Compact Now**. [Figure 4-1]
- Click on **OK** and Close.

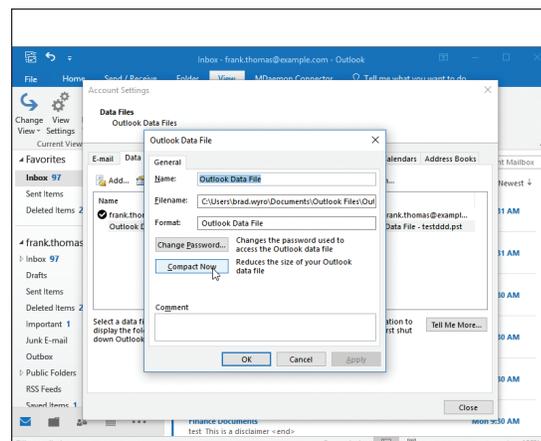


Figure 4-1

Sometimes, your PST files can develop errors or data inconsistencies, resulting in unexpected behavior in Outlook. When you suspect that there's an issue with the integrity of your PST file, you can run Scanpst to repair your PST files.

Scanpst can be tricky to locate. By default, you should be able to find it in the **Program Files | Microsoft Office | Office16** folder, but you may need to perform a search if you can't find it in its default location. This location may vary depending on which version of Outlook you are using. You may also want to create a shortcut to this file on your desktop for easier access.

Before using this tool, we recommend making a backup copy of your PST file in case any errors or file corruptions occur to the original file. This shouldn't be an issue, however, because if Scanpst finds any errors, it will prompt you to make a backup before attempting to repair the file.

Keep Windows & Outlook Up-to-Date

Microsoft periodically releases Windows updates and service packs. Having the latest updates and service packs can help improve your computer's overall performance as well as Outlook's performance.

Click here for Windows update instructions.

<https://support.microsoft.com/en-us/windows/update-windows>

Click here for Outlook update instructions.

<https://support.microsoft.com/en-us/kb/2625547>

