

The AutoComplete Cache in Outlook 2010

Microsoft Outlook maintains a list that is used by both the automatic name checking and the automatic completion features. This list is automatically generated as you use Outlook. The AutoComplete cache fetch commonly used email addresses/names typed before in the To:, CC: or BCC: box when you compose a message in Outlook. The more letters you type, the greater the possibility of AutoComplete finding a match. If this 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. With the recent conversion from GroupWise to Microsoft Outlook there is a possibility of individuals having a corrupt cache. This will result in an “undeliverable” notification.

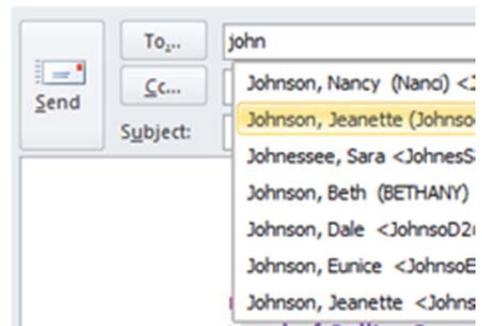


Ways to avoid/correct corrupt caches:

Selecting a contact from the Address Book ensures that you are utilizing the correct cache and lessens the chance of utilizing one that is corrupt.

Remove a Single Entry from the AutoComplete Cache

1. Compose a new message and start entering the first few letters of the contact you want to remove from the cache. You will be presented with list of email addresses starting with that character. These are addresses that you have sent email to or saved in the past.
2. Using the arrow key on the keyboard, arrow down to highlight the contact you want to remove from the cache.
3. Press the Delete key on your keyboard to remove the entry from the cache.



This contact has been removed from the AutoComplete cache and can only be accessed via the Address Book. Once you select this contact from the Address Book and send/save a message, the contact will be added to the AutoComplete list.



Names that you use less frequently will move lower in the list over time, and eventually will no longer appear.

