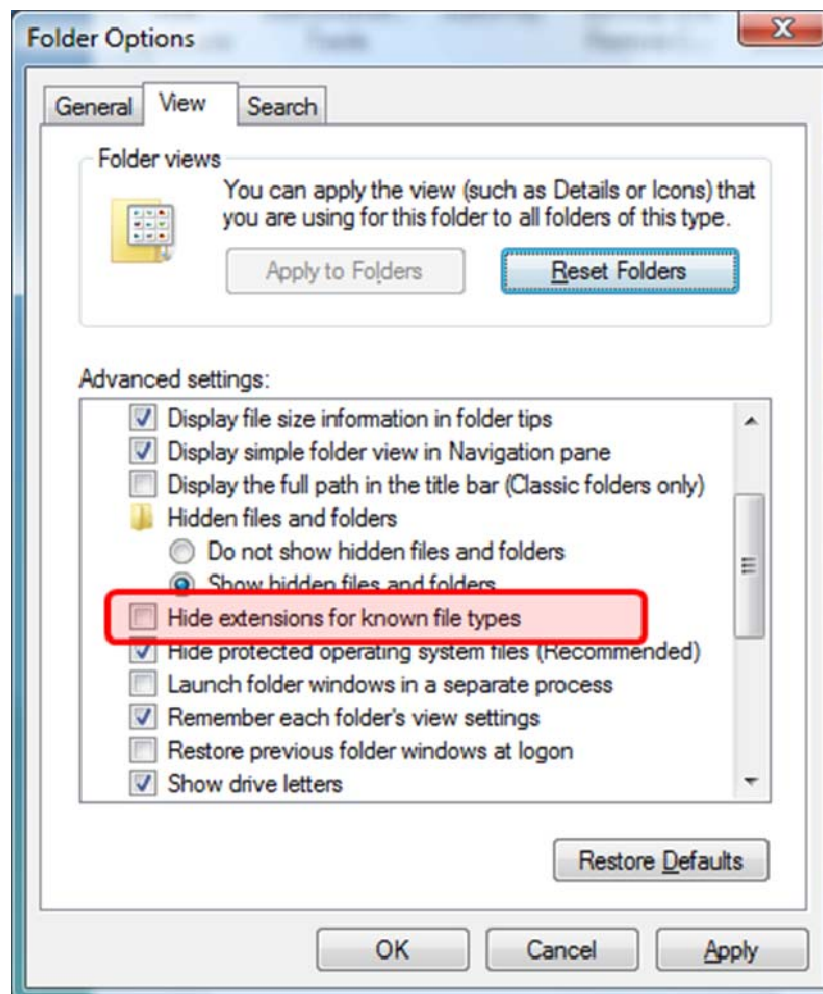


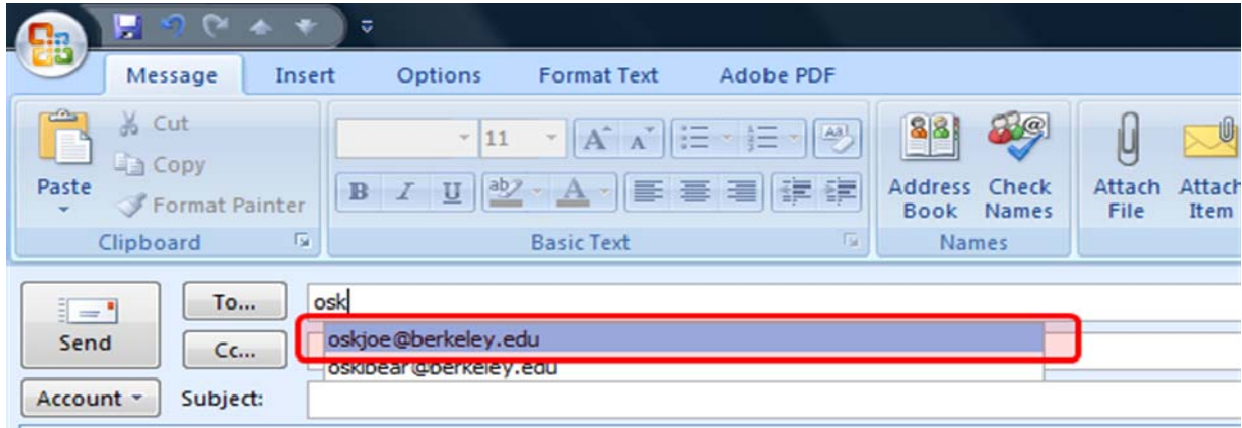
## How do I Clear the Outlook Auto Complete Cache in Windows Vista / Windows 7?

Outlook maintains a list that is used by both the automatic name checking and the automatic completion features. The list is automatically generated while you use Outlook. 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. These are the instructions on how to clear or reset the entire Outlook auto complete cache.

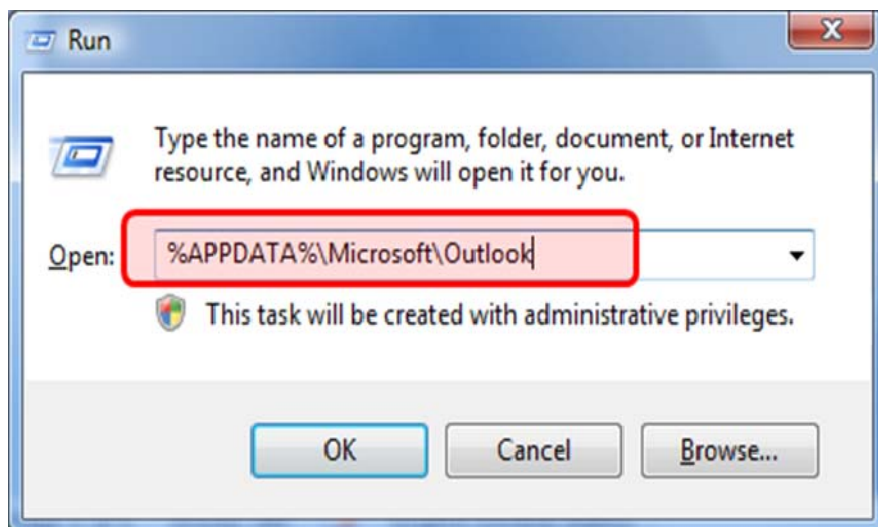
Step	Procedure
1	<p data-bbox="181 617 610 646"><b><i>Enabling File Extensions to Show</i></b></p> <p data-bbox="181 680 1516 768">You will need to be able to see the file extension of the file which contains the Outlook AutoComplete cache. The windows default is that file extensions are hidden, so you may have to change that setting so that you can see file extensions. To do this :</p> <ol data-bbox="230 802 961 890" style="list-style-type: none"><li data-bbox="230 802 961 831">a. Go to the <b>Start Menu &gt; Control Panel &gt; Folder Options</b></li><li data-bbox="230 831 961 861">b. <b>Open the View</b> tab.</li><li data-bbox="230 861 961 890">c. Uncheck the box <b>"Hide extensions for known file types"</b></li></ol>



Step	Procedure
2	<p><b>Deleting an Individual Entry from AutoComplete Cache</b></p> <p>a. Type the email address you wish to clear from the cache until outlook displays it as shown below.</p> <p>b. Press the down arrow key to select the email address and then press the delete button.</p>

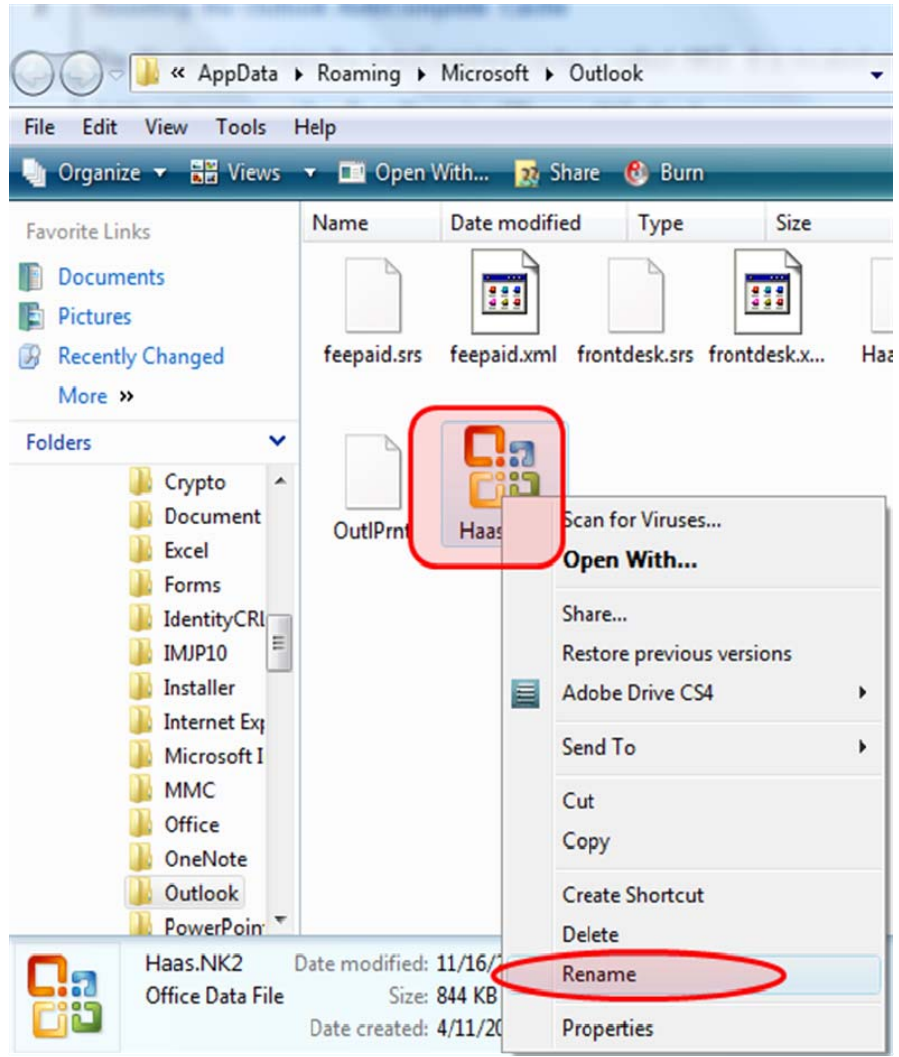


Step	Procedure
3	<p><b>Clearing the Whole AutoComplete Cache</b></p> <p><b>Note:</b> Make sure Outlook is closed before you proceed.</p> <p>The file which contains the AutoComplete cache has a <b>.NK2</b> extension. It is located under this path:  <b>C:\Users\username\AppData\Roaming\Microsoft\Outlook</b></p> <p>Or you can <b>type this string</b> into the <b>run command</b> or <b>Win 7 explorer bar</b> to get there:  <b>%APPDATA%\Microsoft\Outlook</b></p>



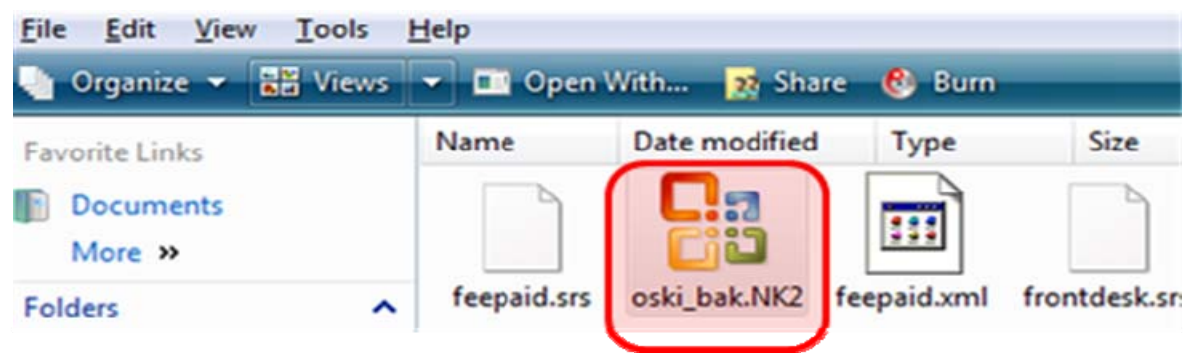
Step	Procedure
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<b>4</b>	<b>Right-click the .NK2 file with the name of the profile that you want to reset, and then click Rename.</b>
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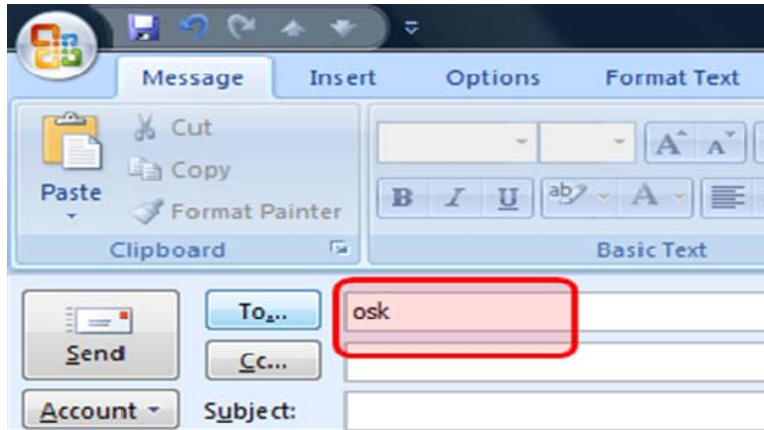


Step	Procedure
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<b>5</b>	<b>Rename the file to <i>profile name_bak.NK2</i>, and then press ENTER.</b> <b>Exit Windows Explorer and Open Outlook again.</b>
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Step	Procedure
6	Your Outlook cache should now be cleared and it will be recreated as you type in email addresses again.



For more info, see "**How to reset the nickname and the automatic completion caches in Outlook**" (<http://support.microsoft.com/kb/287623>) on the Microsoft support site.