

# Name of Inbox is Blank, but Messages are Listed

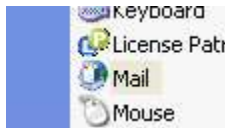
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## Also blank: Deleted Items, Drafts

### Try repairing your mailbox

Exit from Outlook

On the Control Panel (Start, Control Panel), double click Mail

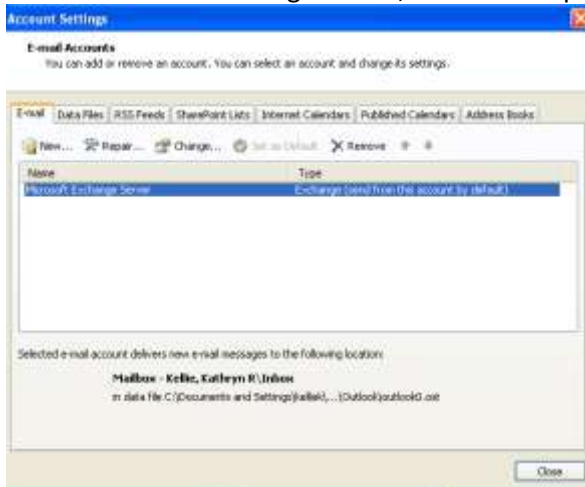


Click Email Accounts



In Account Settings

Select Microsoft Exchange Server, then click Repair...

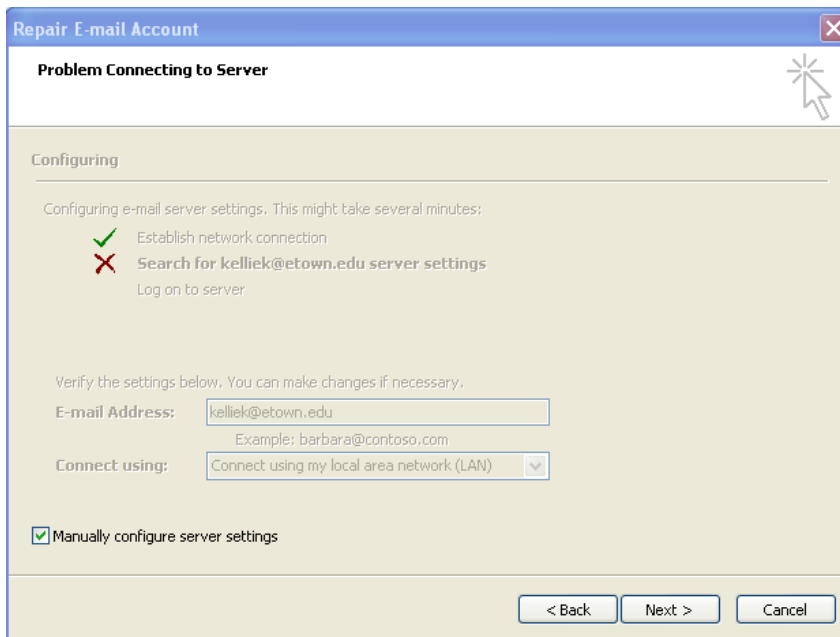


Click Next>



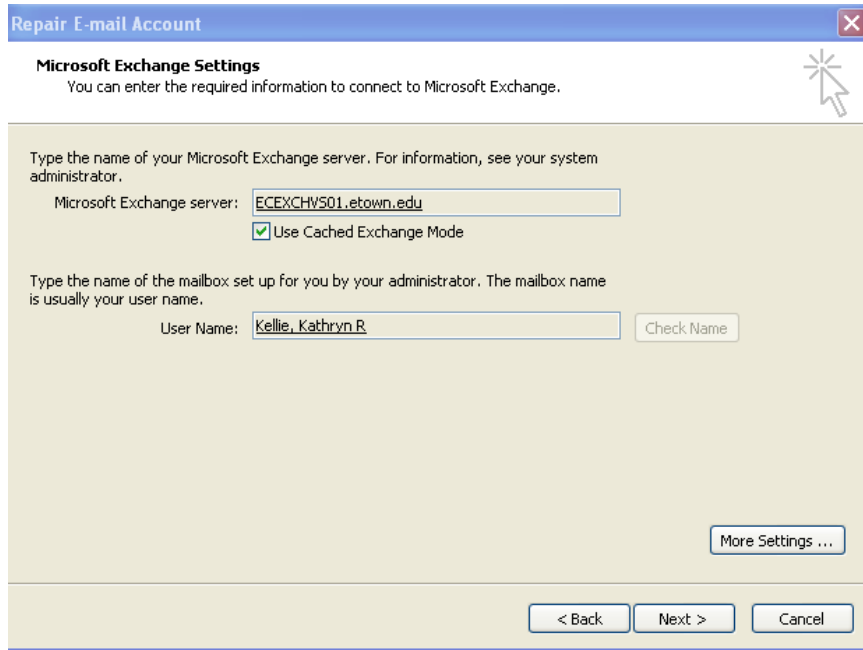
The screenshot shows the 'Repair E-mail Account' dialog box with the 'Auto Account Setup' section. The title bar reads 'Repair E-mail Account'. Below the title, it says 'Auto Account Setup' and 'Clicking Next will contact your e-mail server and configure your Internet service provider or Microsoft Exchange server account settings.' There are two text input fields: 'Your Name:' containing 'kellie.kathryn.k' and 'E-mail Address:' containing 'kelliek@etown.edu'. Below these fields are examples: 'Example: Barbara Senkovic' and 'Example: barbara@contoso.com'. At the bottom left, there is a checkbox labeled 'Manually configure server settings or additional server types' which is currently unchecked. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'. A mouse cursor is pointing at the 'Next >' button.

A connection will be established with the network, but not to the server settings  
Check the box for Manually configure server settings  
Then click Next>



The screenshot shows the 'Repair E-mail Account' dialog box with the 'Problem Connecting to Server' section. The title bar reads 'Repair E-mail Account'. Below the title, it says 'Problem Connecting to Server'. The main area is titled 'Configuring' and contains the text 'Configuring e-mail server settings. This might take several minutes:'. There are two items in a list: 'Establish network connection' with a green checkmark, and 'Search for kelliek@etown.edu server settings' with a red X. Below the second item is the text 'Log on to server'. Below this, it says 'Verify the settings below. You can make changes if necessary.' There are two text input fields: 'E-mail Address:' containing 'kelliek@etown.edu' and 'Connect using:' containing 'Connect using my local area network (LAN)'. Below the 'E-mail Address' field is an example: 'Example: barbara@contoso.com'. At the bottom left, there is a checkbox labeled 'Manually configure server settings' which is now checked. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'. A mouse cursor is pointing at the top right corner of the dialog box.

Substituting your User name for mine, the dialog box below should look like mine  
Click Next>



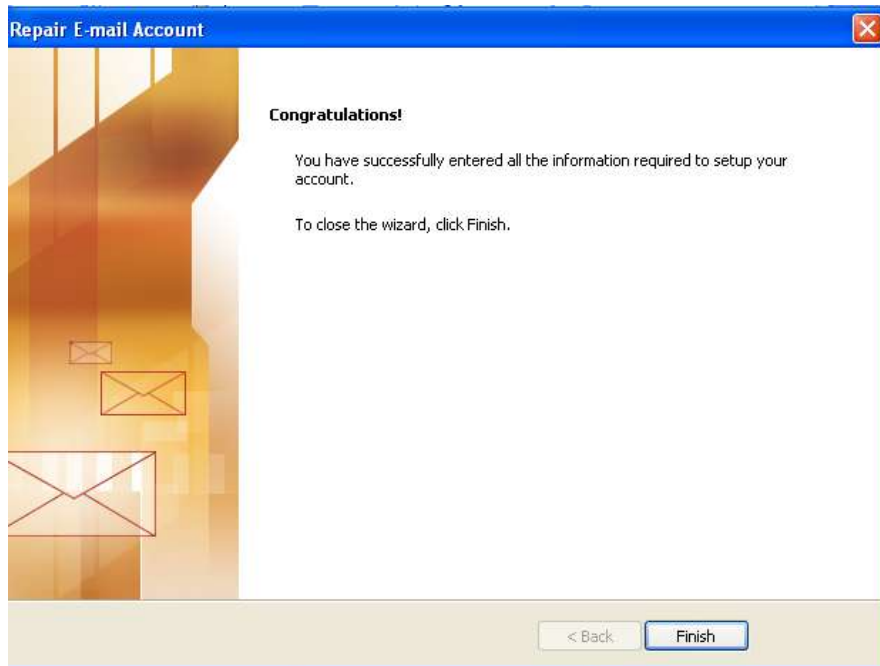
**Repair E-mail Account** [Close]

**Microsoft Exchange Settings**  
You can enter the required information to connect to Microsoft Exchange.

Type the name of your Microsoft Exchange server. For information, see your system administrator.  
Microsoft Exchange server:   
 Use Cached Exchange Mode

Type the name of the mailbox set up for you by your administrator. The mailbox name is usually your user name.  
User Name:

Click Finish



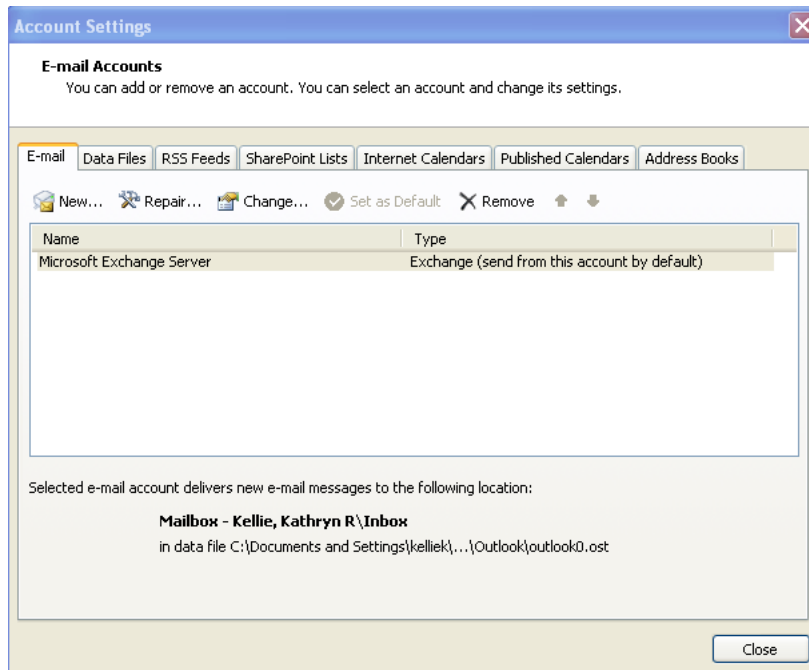
**Repair E-mail Account** [Close]

**Congratulations!**

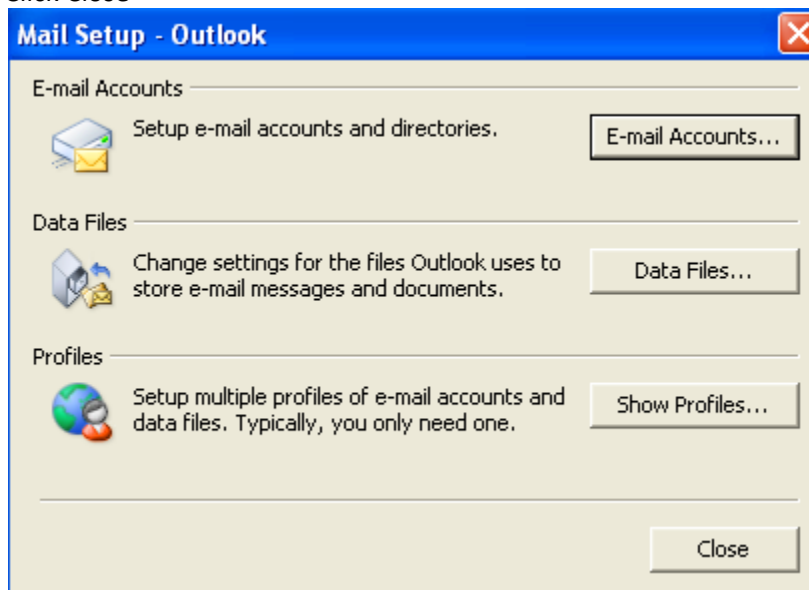
You have successfully entered all the information required to setup your account.

To close the wizard, click Finish.

Click Close



Click Close



Close Control Panel and start Outlook