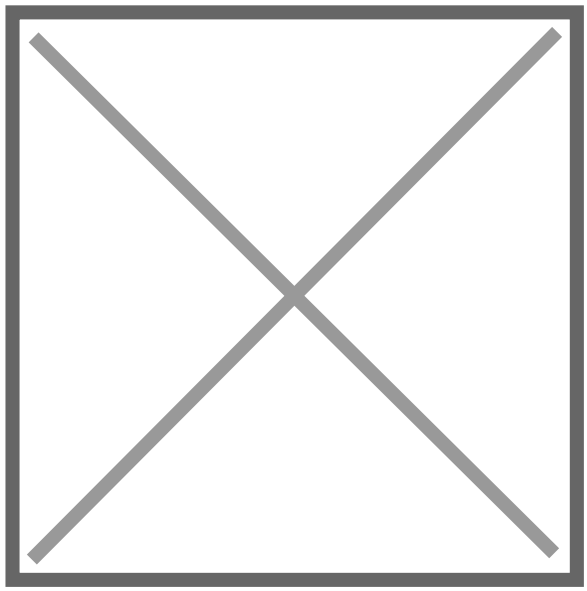
Office 365

- 65.002 Outlook: Change path of Outlook OST file in the registry
- 65.005 Teams Calling: DTMF tones are accepted by the keypad but not sent
- 65.008 Outlook: How to move Outlook's navigation bar from left side back to the bottom
- 65.011 OneDrive: OneDrive Shortcut vs OneDrive sync
- 65.015 Setting up Microsoft Outlook via IMAP / SMTP

65.002 Outlook: Change path of Outlook OST file in the registry



Docs

Document Control

Document Name	65.002 Outlook: Change path of Outlook OST file in the registry		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	Change path of Outlook OST file in the registry		
Scope	This document applies to all clients of Safeharbour Support Ltd		

Inputs	None
Outputs	None

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

----------<START OF DOCUMENT> ----------

1. Close the MS Outlook email client.
2. Press the Windows + R button, type regedit, and then press Enter.
3. Navigate through the following registry path: HKEY_CURRENT_USER\Software\Microsoft\Office\version number\Outlook.
4. Right-click the **Outlook** sub key, point to **New**, and then click the **Expandable String Value** option.
5. Specify ForceOSTPath. Press the Enter key.
6. Right-click the newly-created **ForceOSTPath**. Click the **Modify** option.
7. Specify OST file path for saving in the **Value** box. Click the **OK** button.
8. Exit the registry editor.

https://www.nucleustechnologies.com/how-to/change-ost-location.html#:~:text=Navigate%20through%20the%20following%20registry,Press%20the%20Enter%20key.

----------<END OF DOCUMENT> ----------

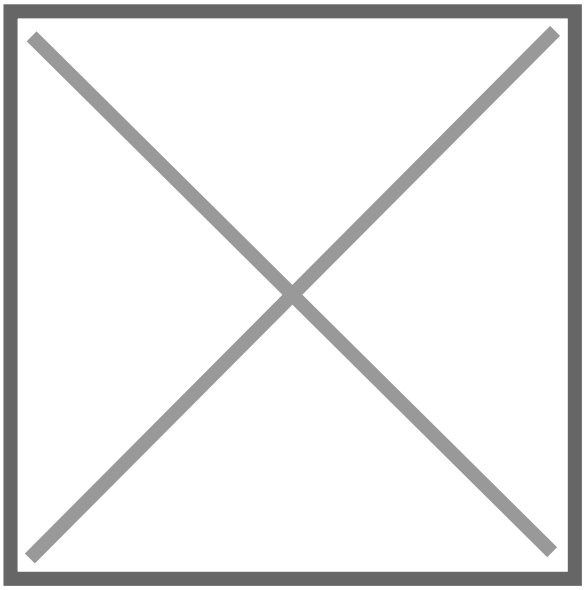
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

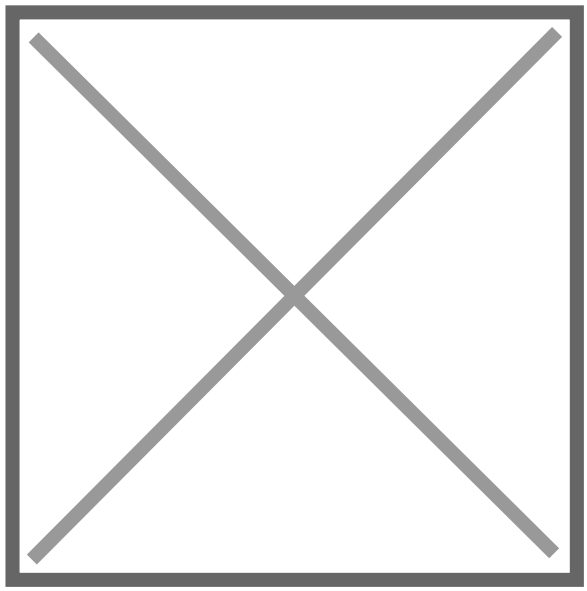
You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000



65.005 Teams Calling: DTMF tones are accepted by the keypad but not sent



Docs

Document Control

Document Name	65.005 Teams Calling: DTMF tones are accepted by the keypad but not sent		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	When a call is made or received in Microsoft Teams and user reaches a voice menu (IVR) they are unable to enter the key tones (DTMF tones) to choose an option.		
Scope	This document applies to all clients of Safeharbour Support Ltd		

Inputs	None
Outputs	None

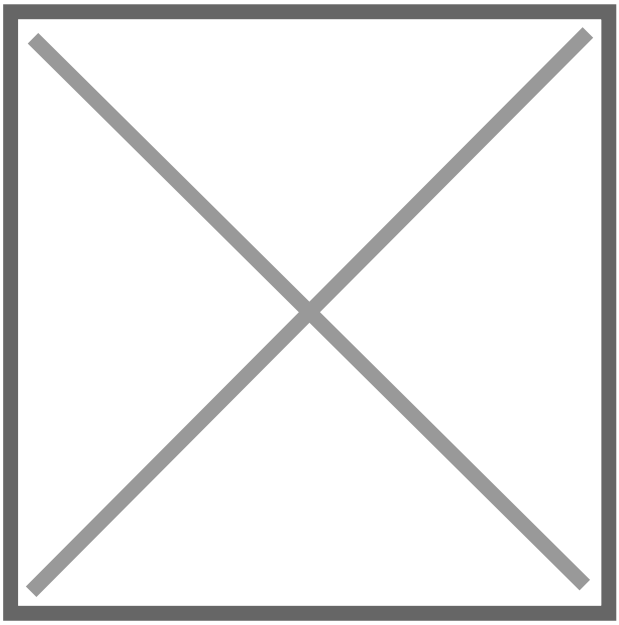
Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

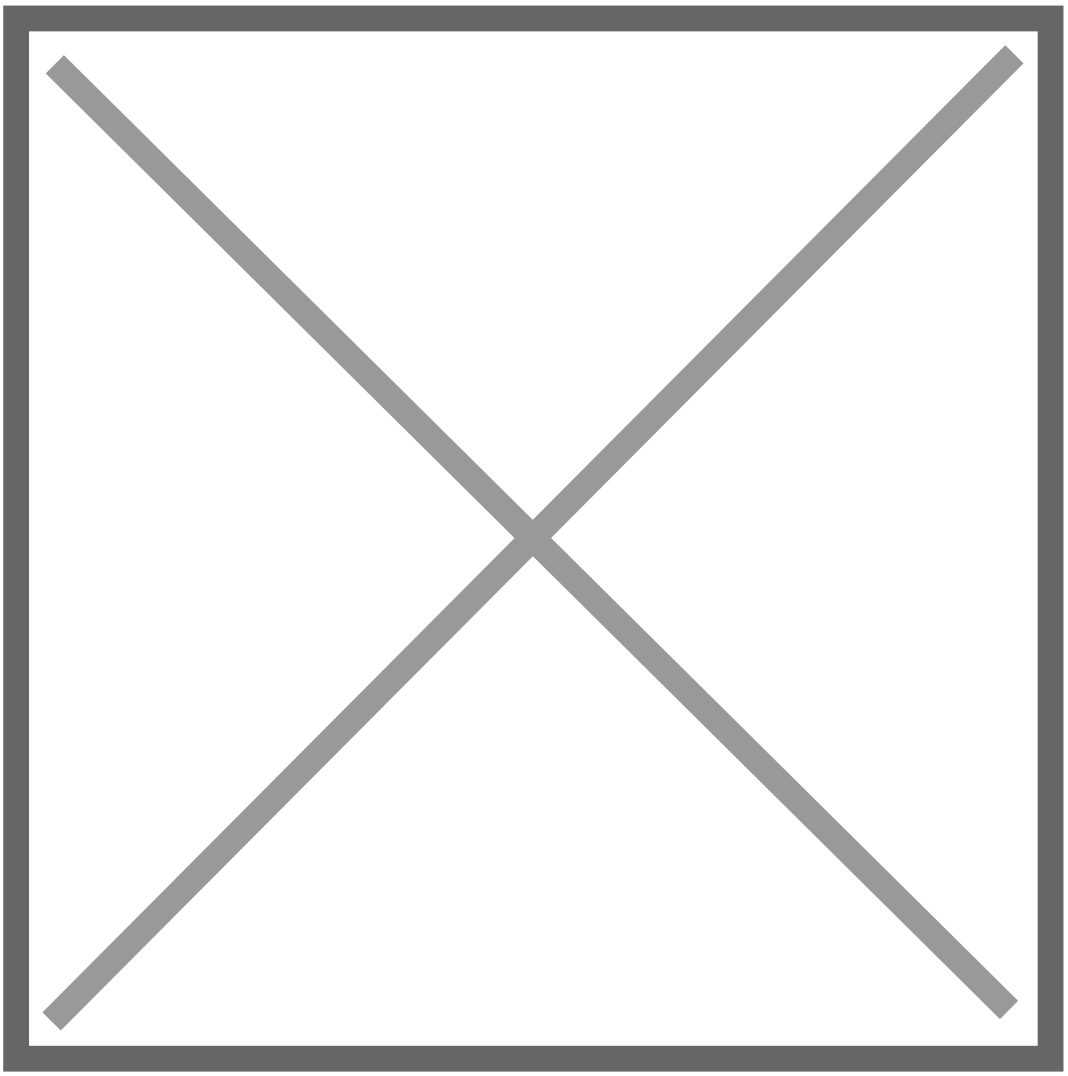
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When a call is made or received in Microsoft Teams and user reaches a voice menu (IVR) they are unable to enter the key tones (DTMF tones) to choose an option.

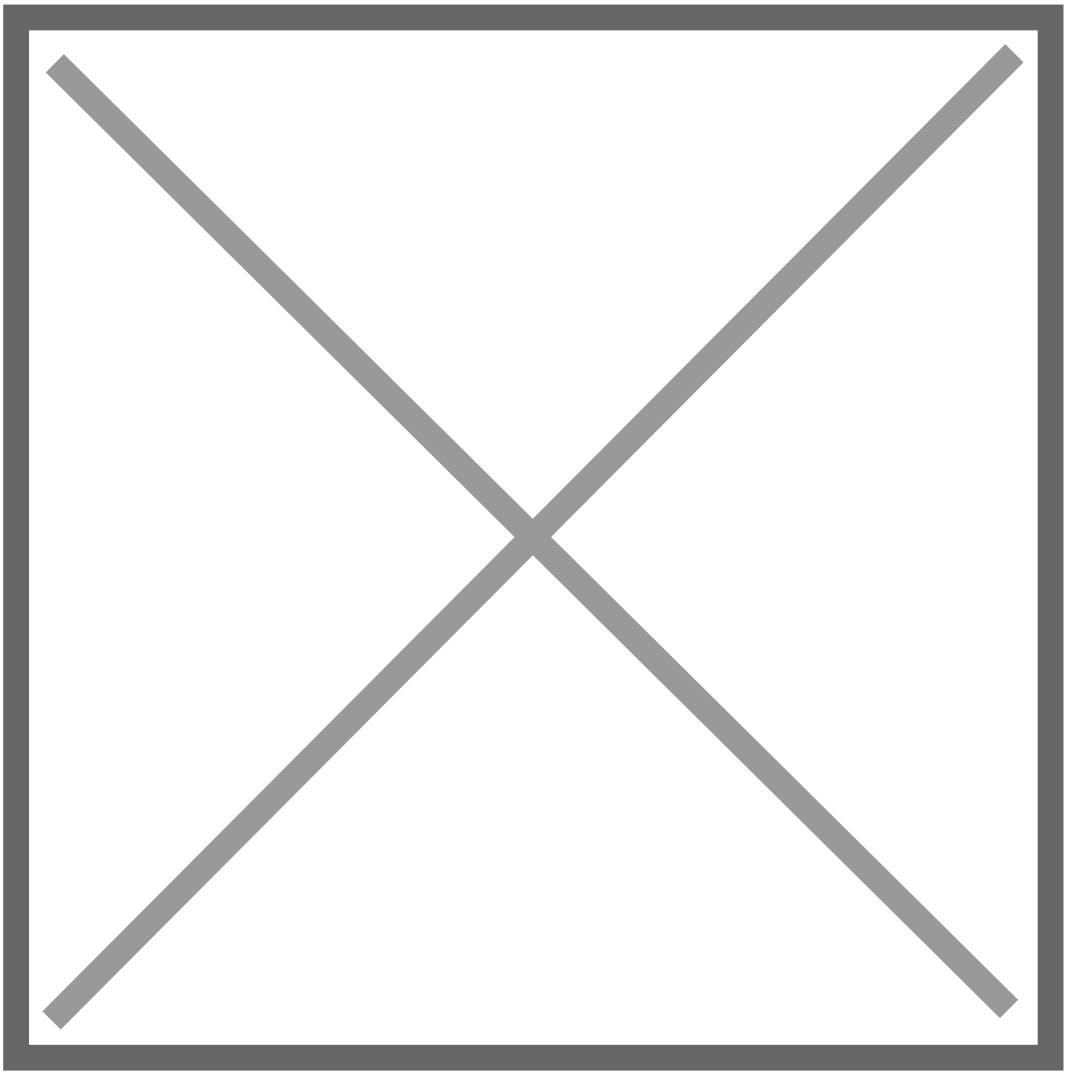
The dialled numbers appear in the dialpad, but no sound is heard and no digits are sent.



This is a known issue with the Teams Calling client. To resolve it, please open the embedded dialpad when you are on the call:



and use that to navigate the voice menu:



----------<END OF DOCUMENT> ----------

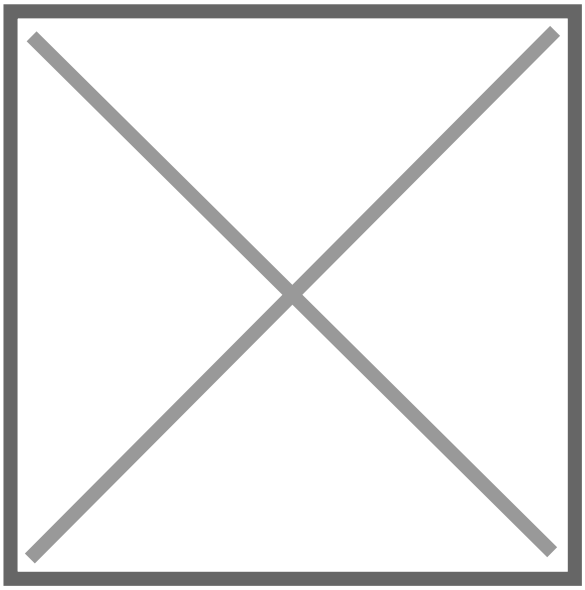
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

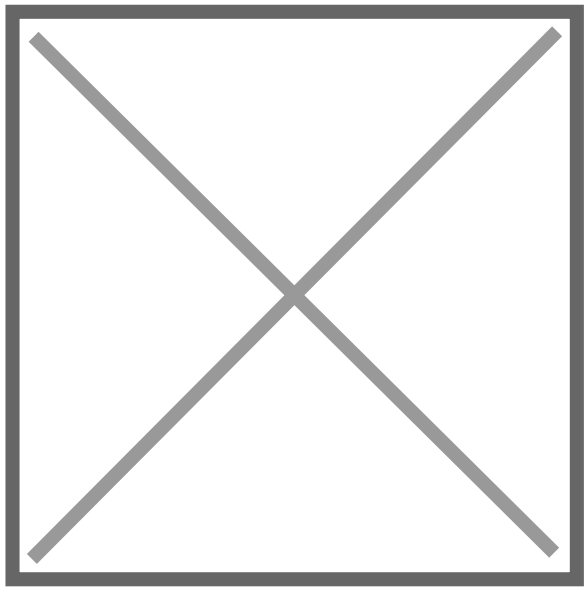
You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000



65.008 Outlook: How to move Outlook's navigation bar from left side back to the bottom



Docs

Document Control

Document Name	65.008 Outlook: How to move Outlook's navigation bar from left side back to the bottom		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027

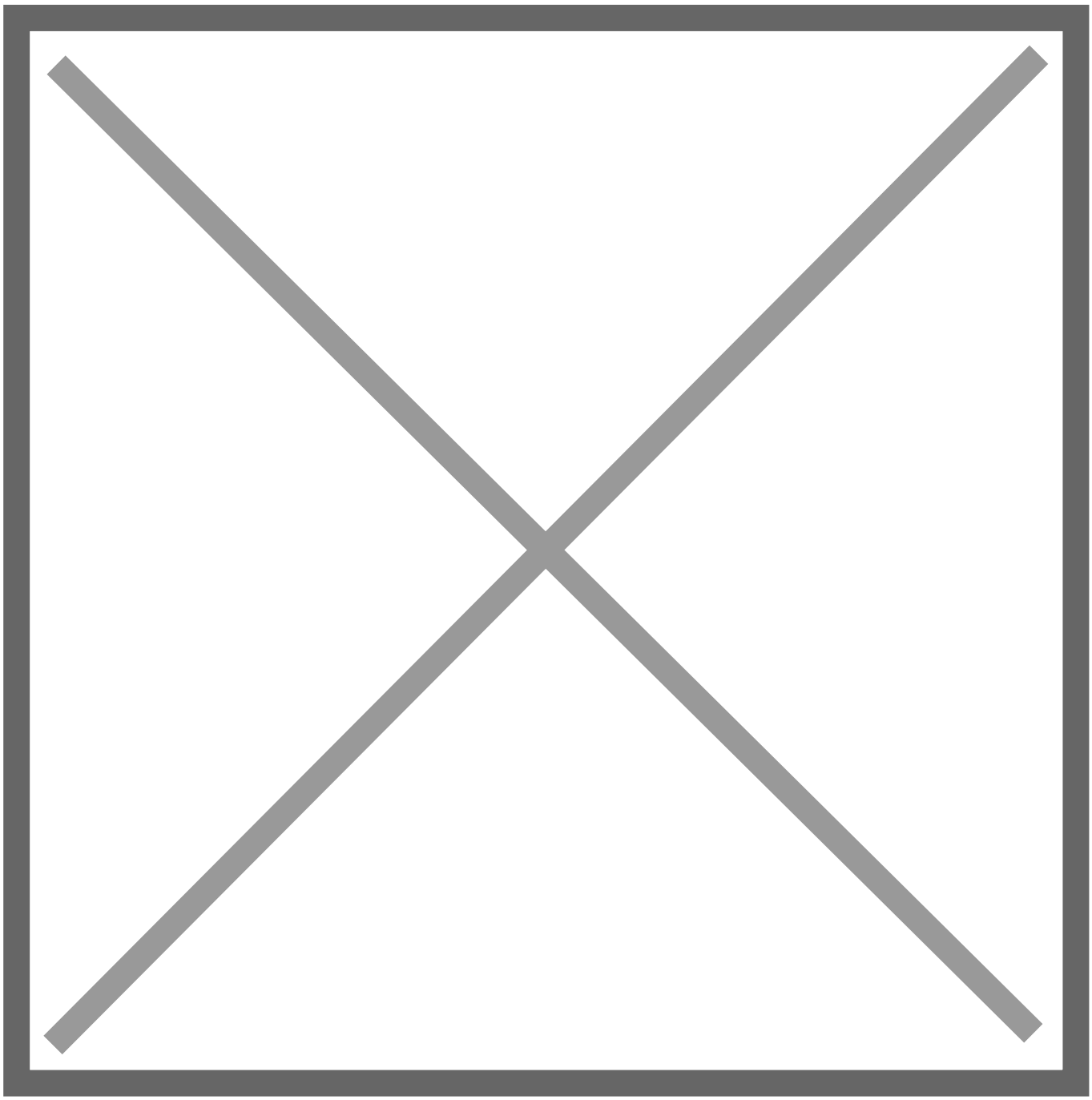
Absract	For some users of Outlook, the latest release of Office, you may find the navigation bar no longer reside at the bottom. Instead, the navigation bar is moved to the upper left side of the Outlook window. Some may feel it is a good update, but many may be accustomed to the old style and prefer to use that. There is a way to return the navigation bar from the left side to the bottom once more.
Scope	This document applies to all clients of Safeharbour Support Ltd
Inputs	None
Outputs	None

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

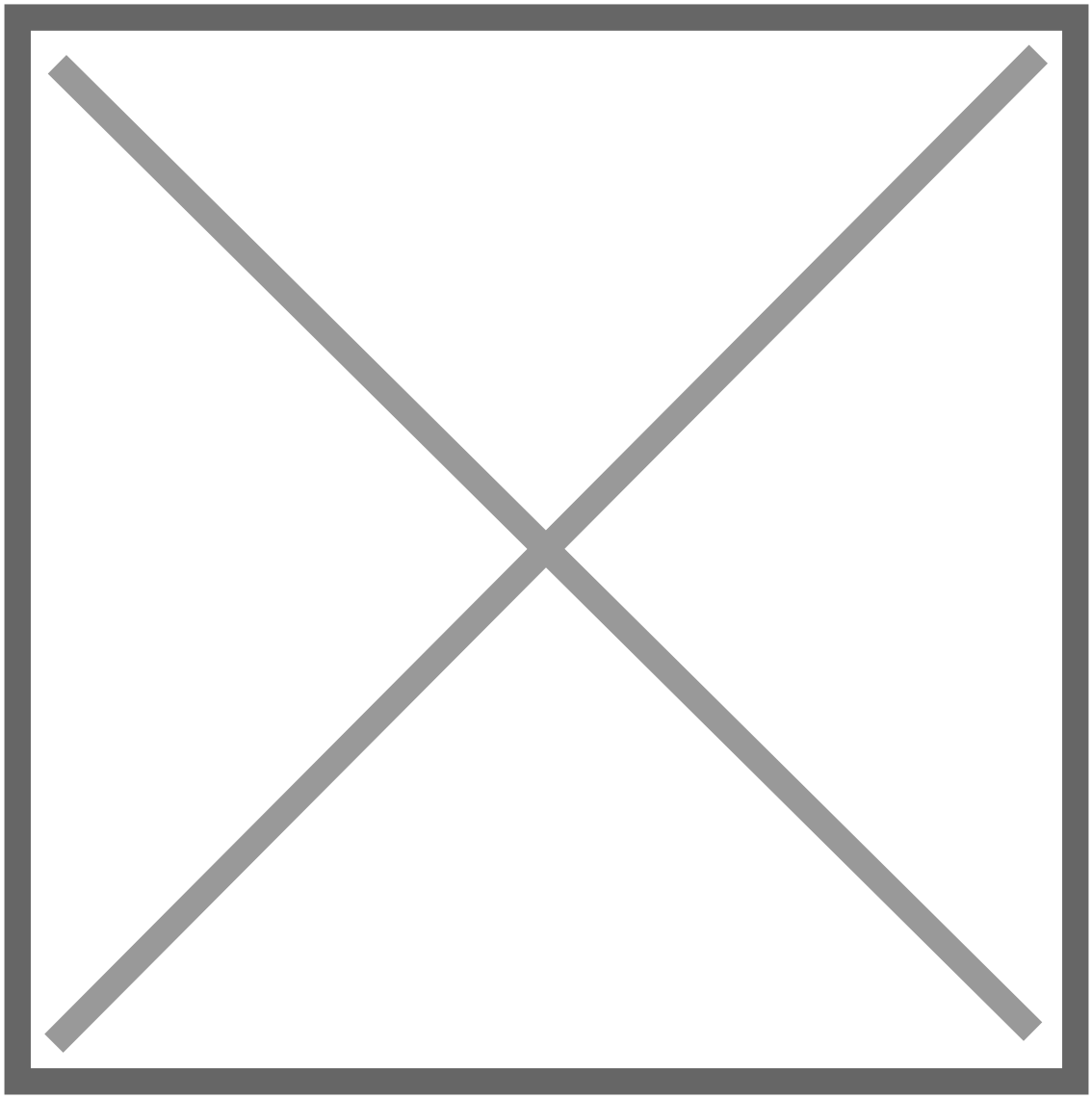
----------<START OF DOCUMENT> ----------

For some users of Outlook, the latest release of Office, you may find the navigation bar no longer reside at the bottom. Instead, the navigation bar is moved to the upper left side of the Outlook window. Some may feel it is a good update, but many may be accustomed to the old style and prefer to use that. There is a way to return the navigation bar from the left side to the bottom once more.

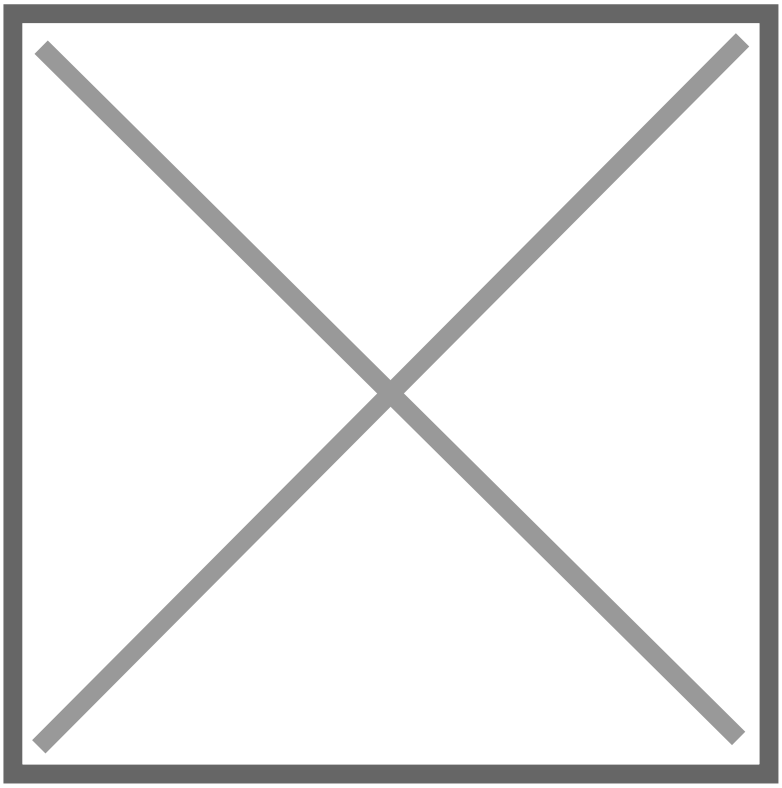


To move the navigation bar

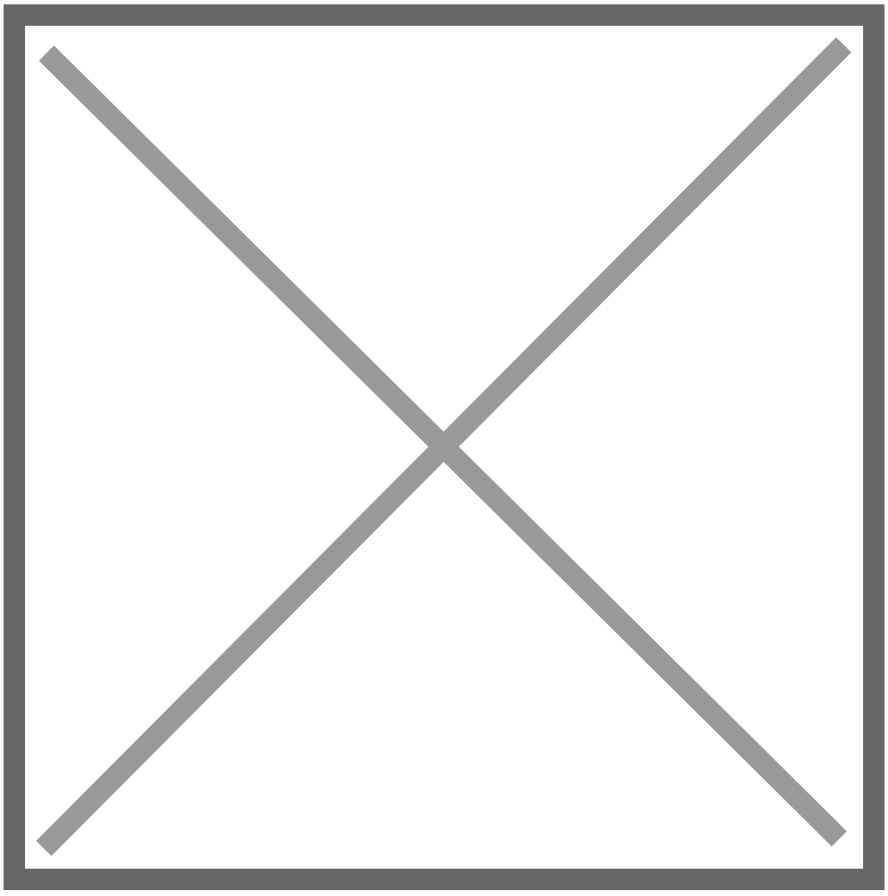
1. Open Outlook, you can see the navigation bar is located on the upper left side:



2. Hold down the **Windows key** and **R key** on your keyboard to open the **Run** dialog box. Input **regedit** in the **Open** box. Then click **OK**.

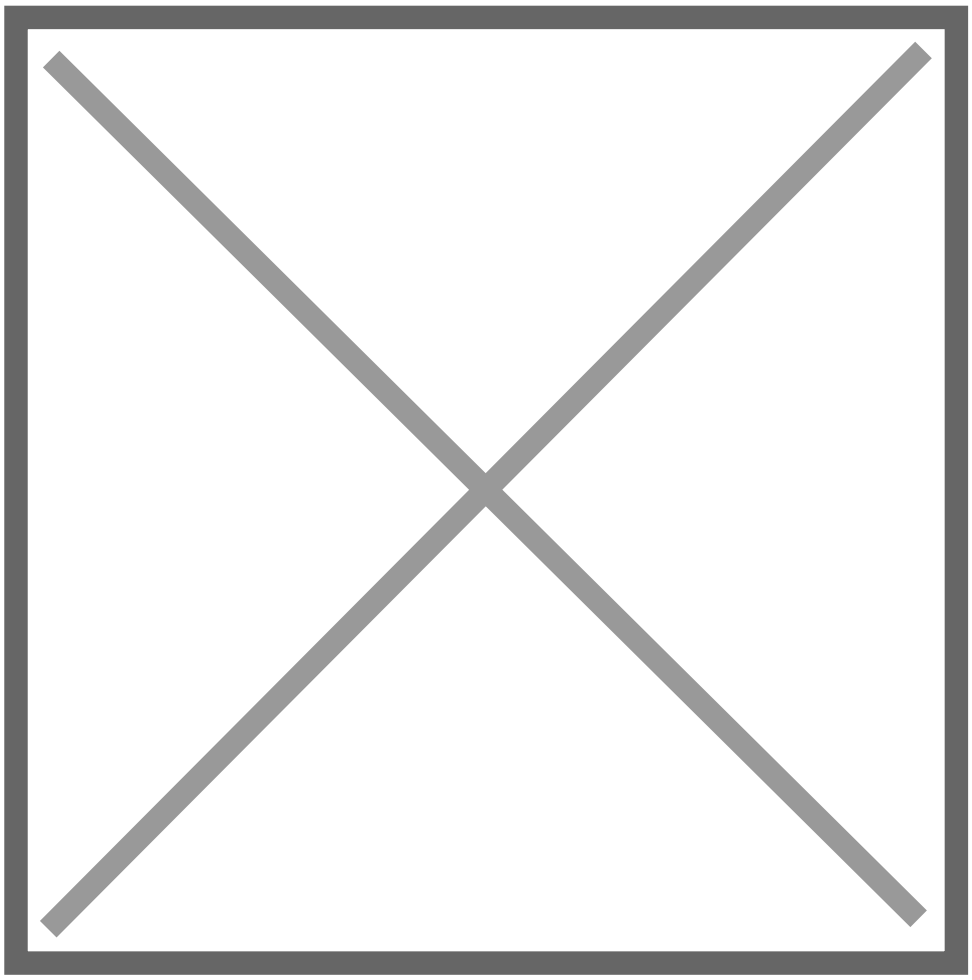


3. Then a **User Account Control** dialog box pops up. Click the **Yes** button to continue.

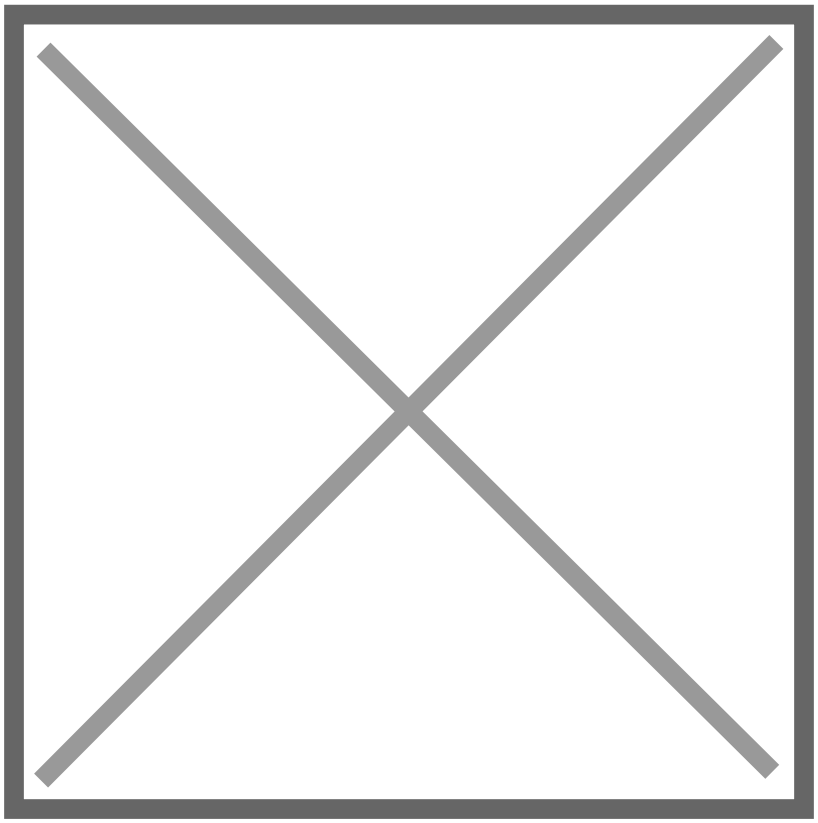


4. In the **Registry Editor** window, navigate to the following path:
HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Common\ExperimentEcs\Overrid

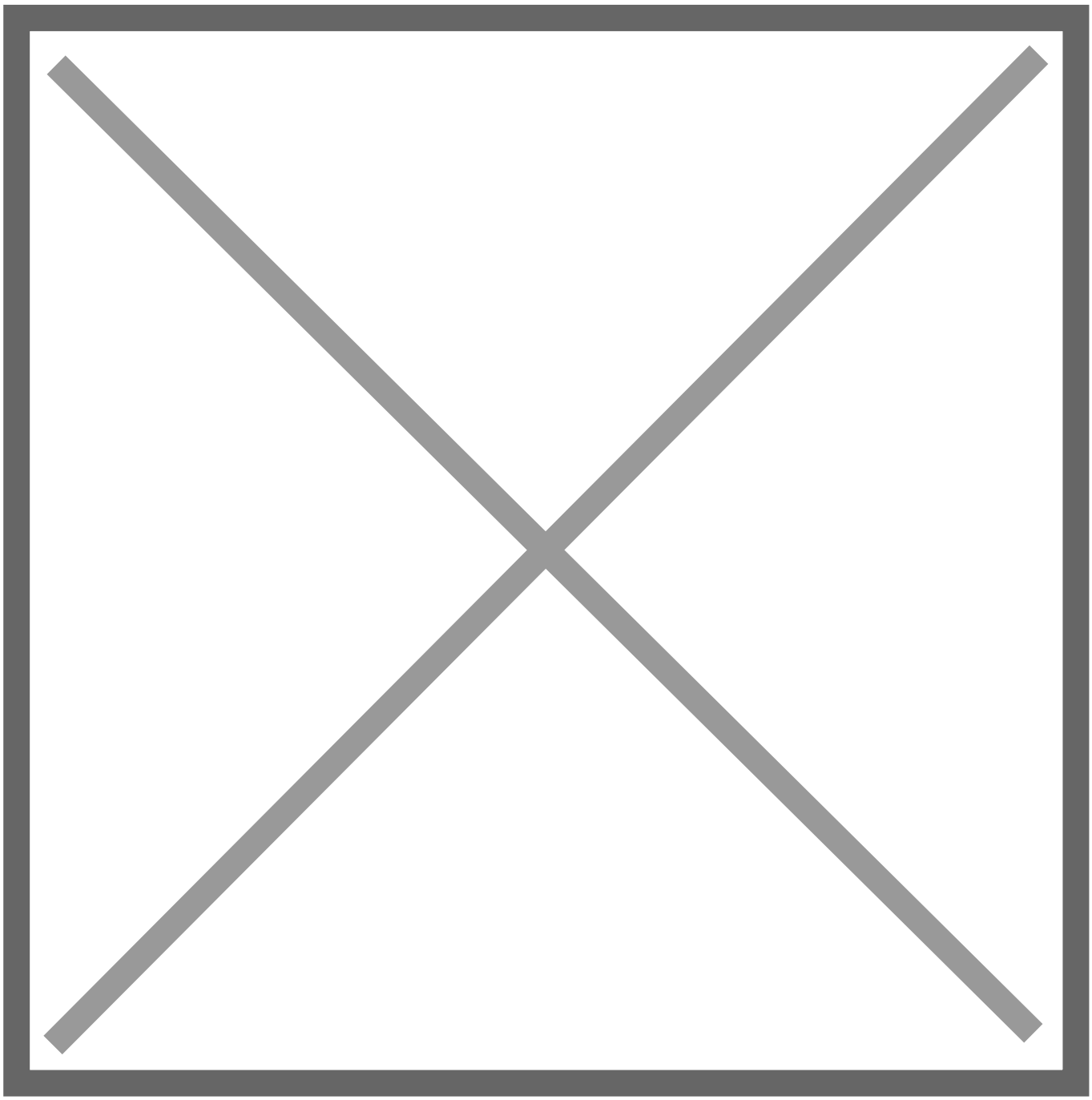
es



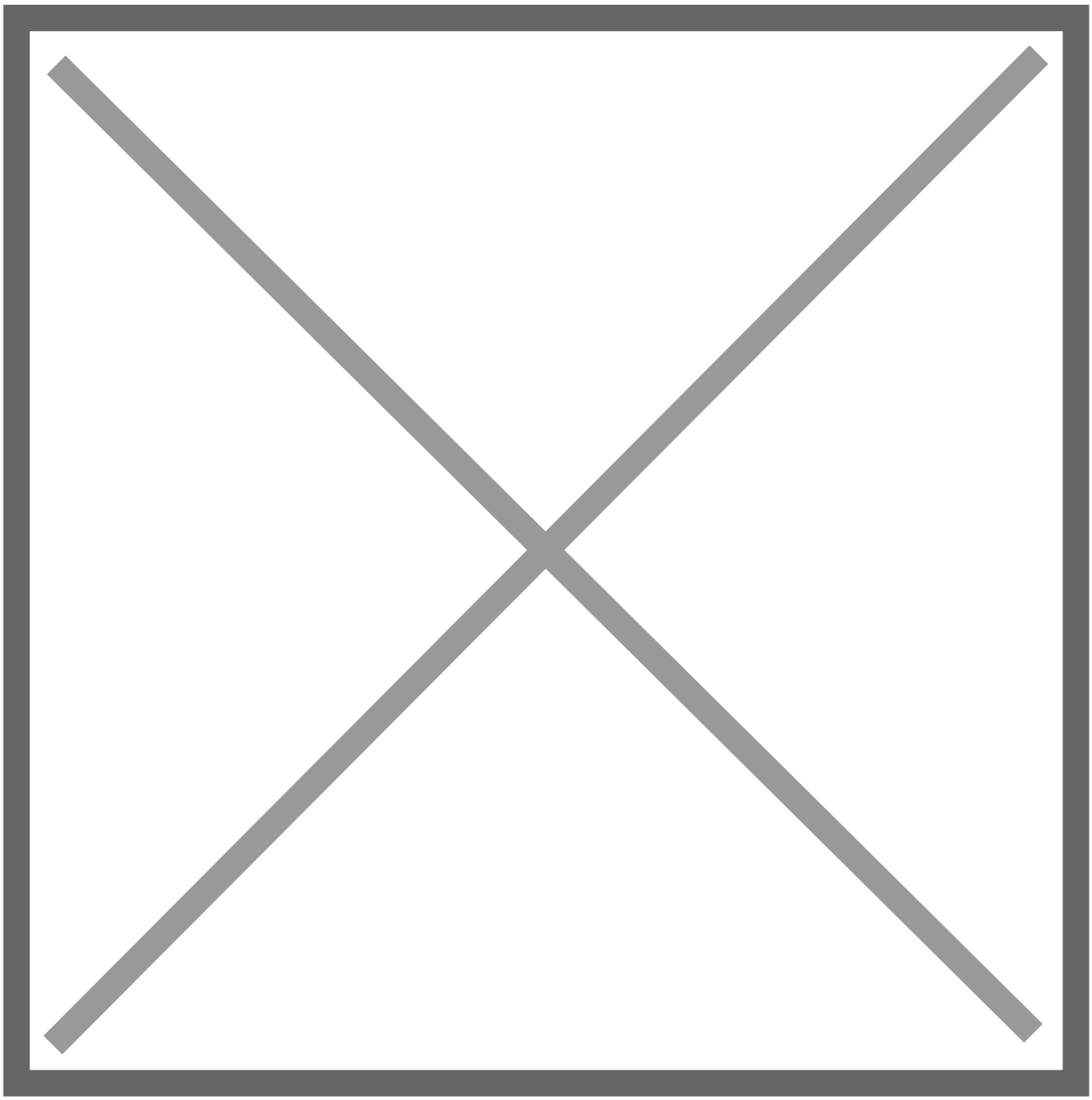
5. Locate and click the “**Microsoft.Office.Outlook.Hub.HubBar**” string value in the **Name** column in the right section of the page. Then set the **Value data** to **false**.



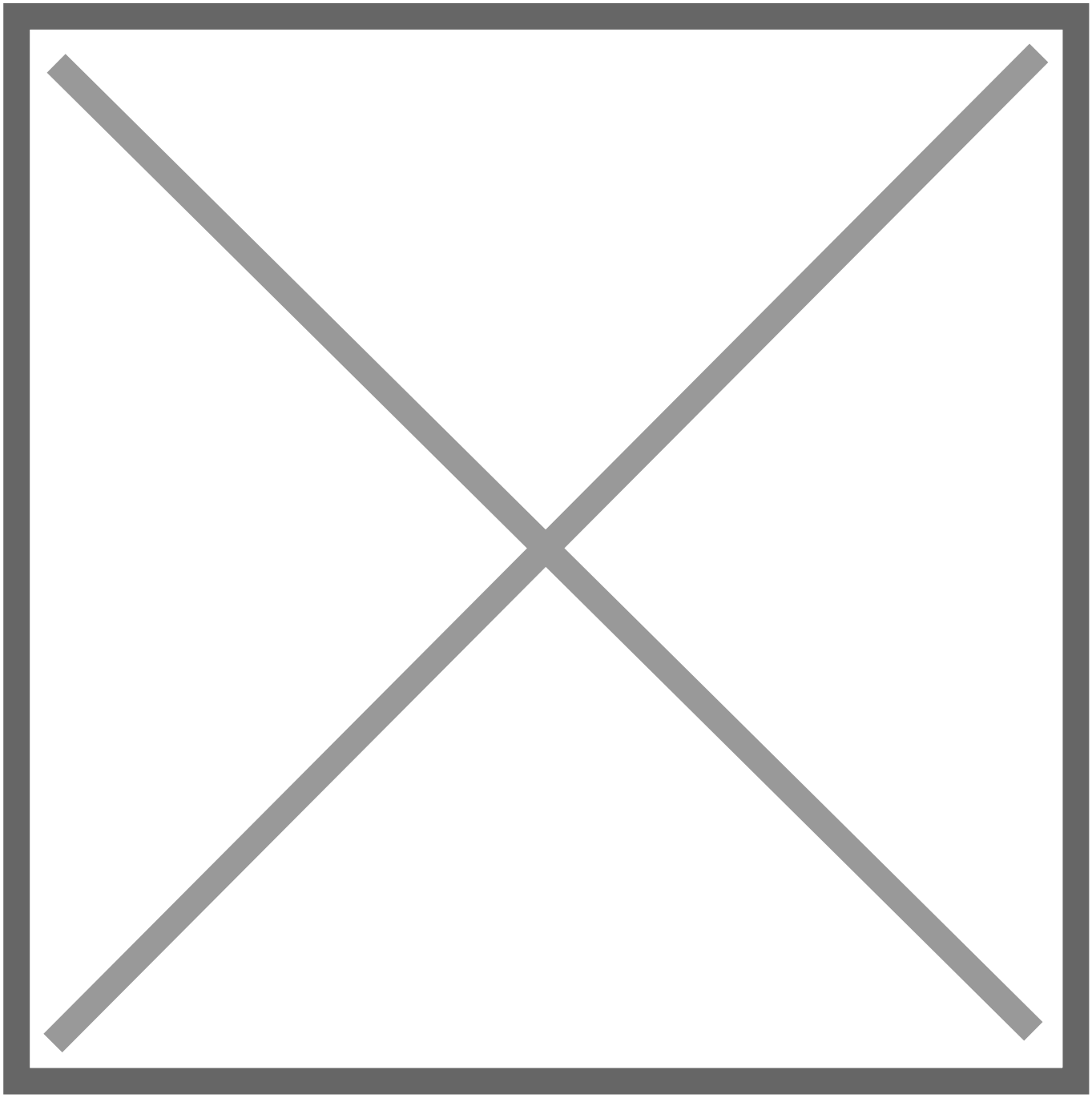
But in my case, the “**Microsoft.Office.Outlook.Hub.HubBar**” string value in this registry key **doesn’t exist**. So I should **create a new string value named “Microsoft.Office.Outlook.Hub.HubBar”** in this location first.



6. To **create the “Microsoft.Office.Outlook.Hub.HubBar” string value**, please **right-click** on the **Overrides** folder, then click **New** > **String Value** in the popped-up menu lists.

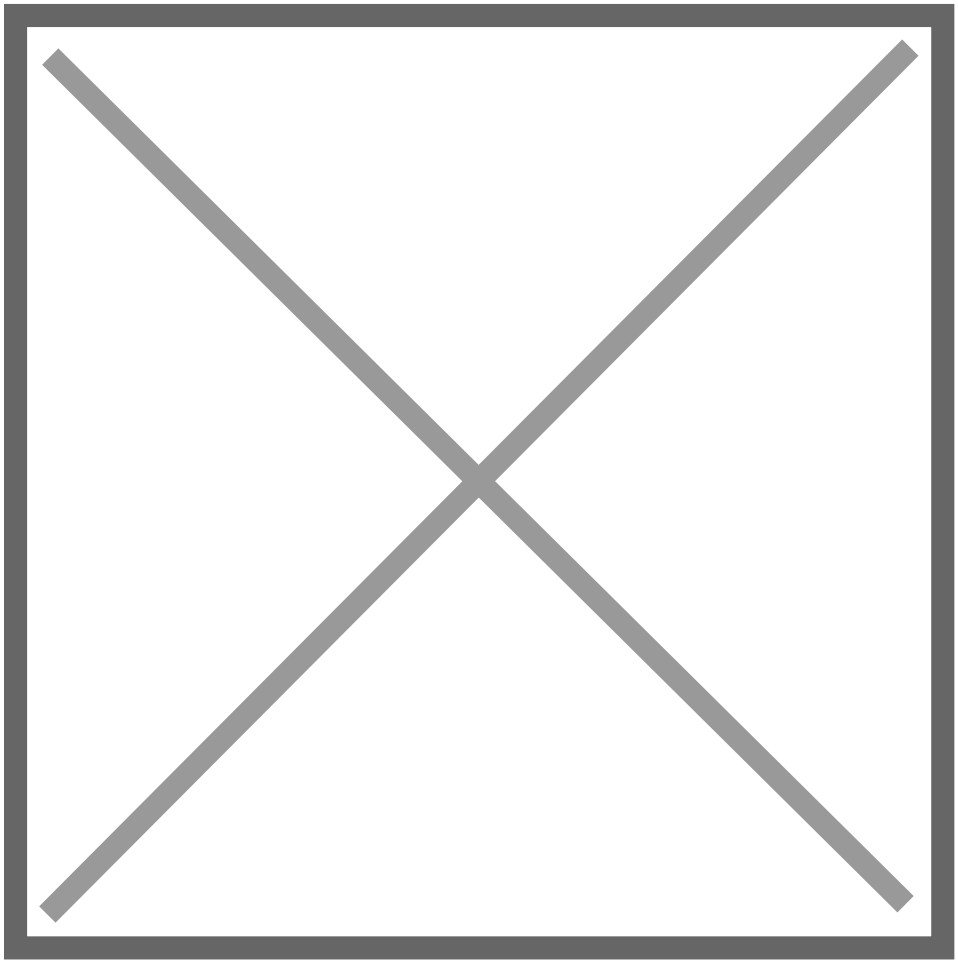


7. **Copy and Paste** “Microsoft.Office.Outlook.Hub.HubBar” in the text box.
Tip: If the name of the string value is not in editable mode, please right click it and select Rename from the context menu.

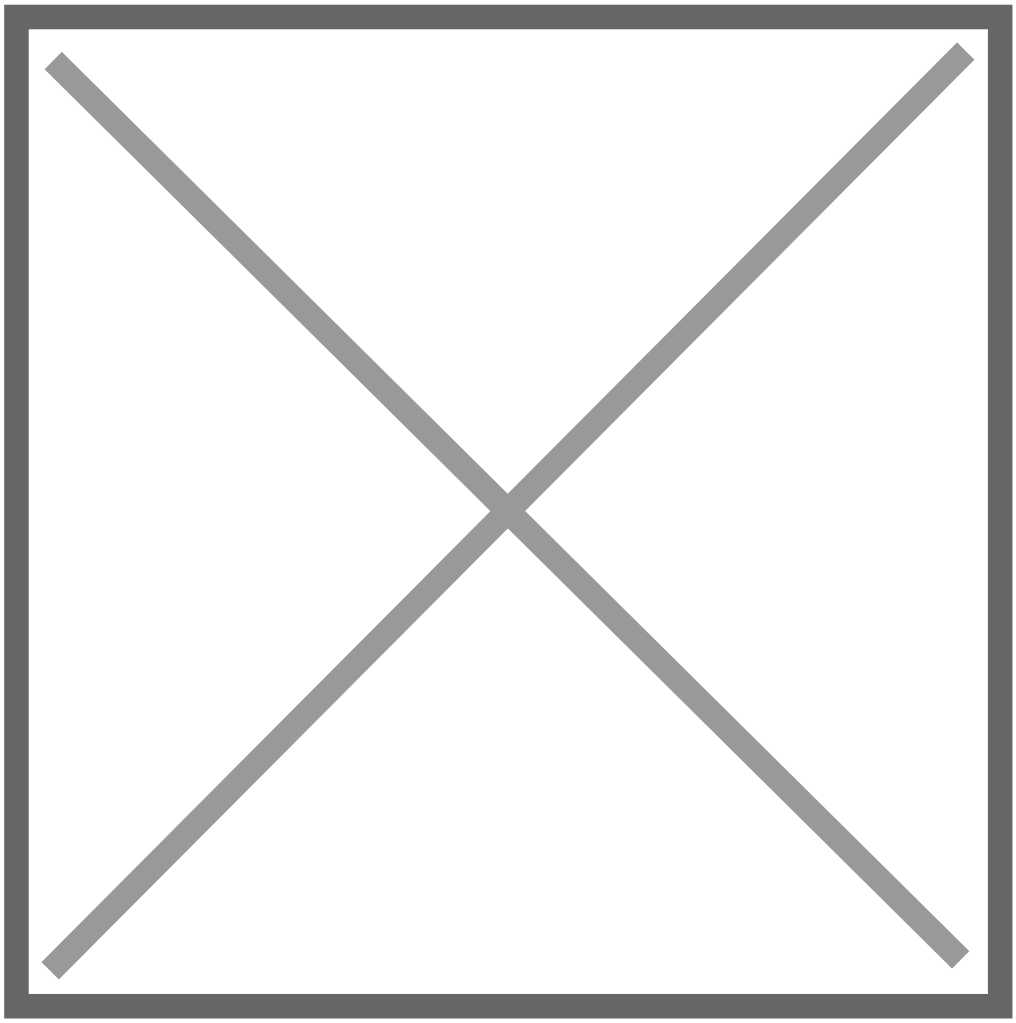




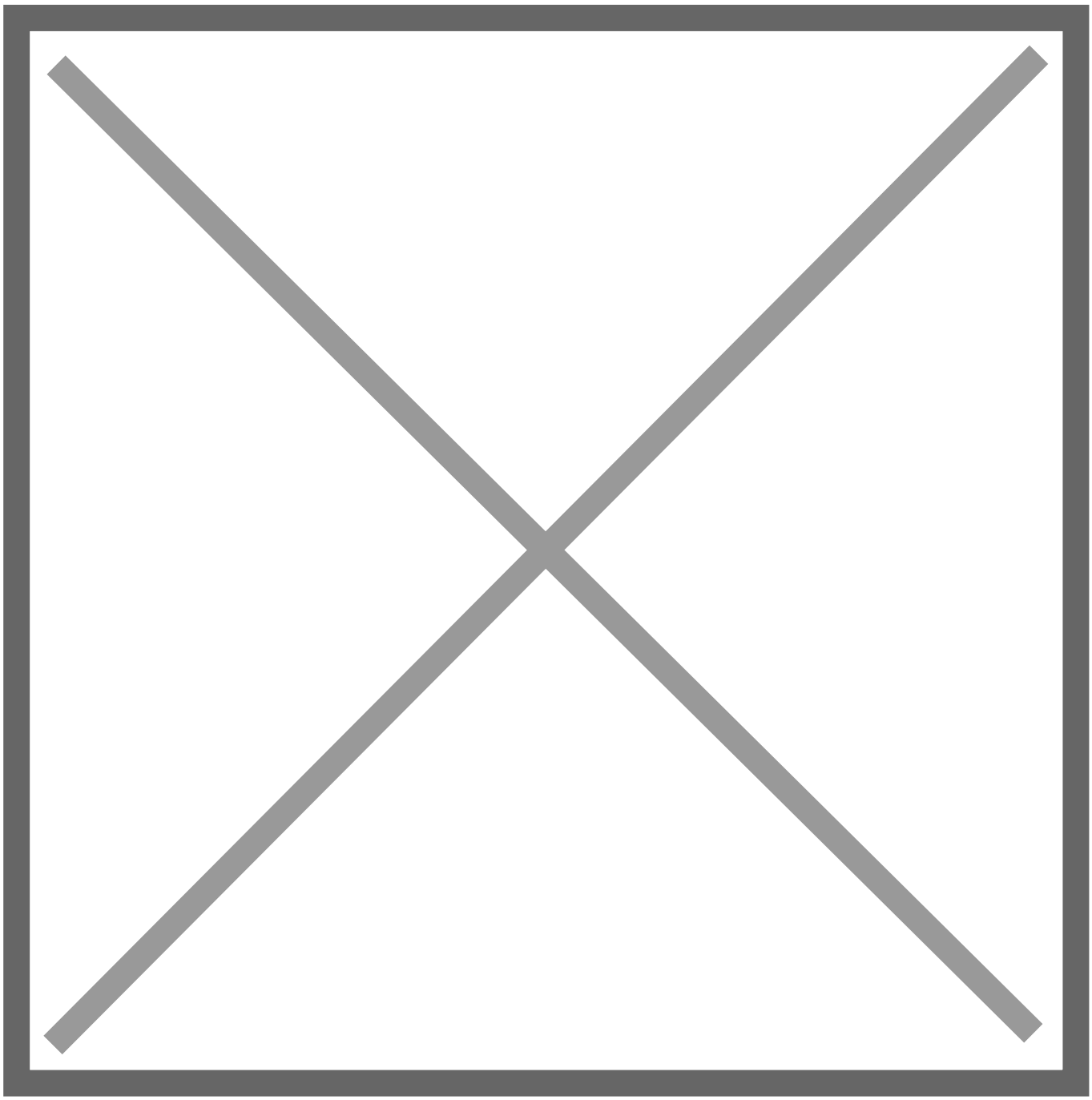
8. **Double-click** on the newly created string value. The **Edit String** dialog pops up. Type “**false**” in the **Value data** box. Then click **OK**.



Now **restart Outlook**. You will see the **Navigation bar** is **back at the bottom** of the Outlook page like it used to be.



Note: If you want to **restore the left-side navigation bar setting**, just **locate** the **“Microsoft.Office.Outlook.Hub.HubBar” string value** in the **Registry Editor** window, right-click on it, and click **Delete**.



----------<END OF DOCUMENT> ----------

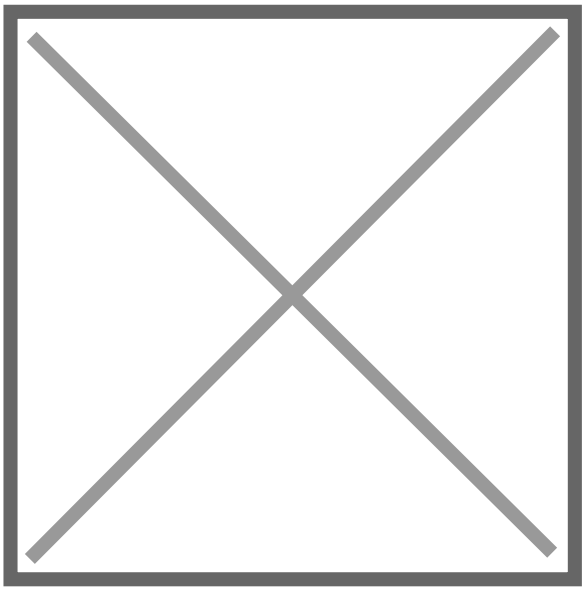
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

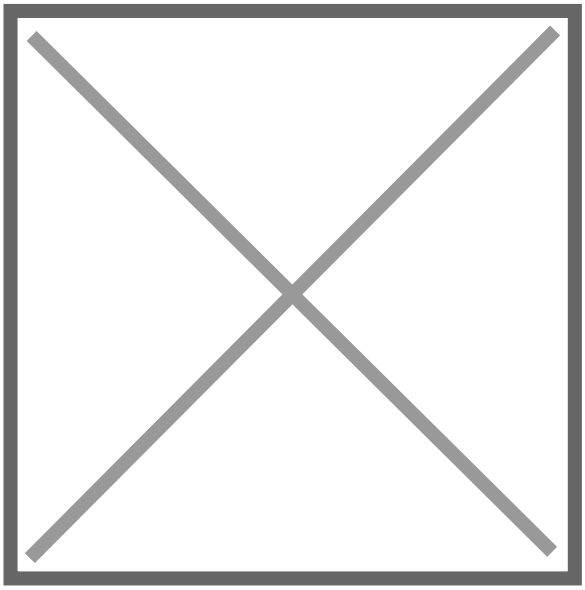
You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000



65.011 OneDrive: OneDrive Shortcut vs OneDrive sync



Docs

Document Control

Document Name	65.011 OneDrive: OneDrive Shortcut vs OneDrive sync		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	What is the difference between Add Shortcut to OneDrive and OneDrive sync?		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		

Outputs	None

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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Having been born in the former Soviet Union and having spent my teenage years there in the late 80s and early 90s, I am not used to having too many choices in life. In a way, it made life simpler – you go to the store – there is just one kind of milk (if at all), so you don't spend too much time guessing which one to buy – because if you wait too long – it will be gone.

Now that I consult and train clients on SharePoint, I always draw a parallel and can see how having too many choices can confuse the hell out of people. One of the frequent questions I have been getting lately is how the new **Add Shortcut to OneDrive** is different from **OneDrive sync**. They imply the same thing, but what exactly is the difference? Should I use one or another? My friend, I am glad you are asking these questions, because I am here to help you answer them!

WHAT IS ONEDRIVE SYNC?

Let's start with **OneDrive Sync** since it has been around for a while. OneDrive sync is the application you install on your computer that allows you to synchronize the entire library to your computer and be able to access the files from the convenience of your Windows Explorer or a Mac.

I explained this feature in great detail **here**.

Howonedriveforbusinesssyncworks17

WHAT IS ADD SHORTCUT TO ONEDRIVE?

Add Shortcut to OneDrive is a new feature recently added to SharePoint Document Libraries that allows users to bookmark folders within a library or an entire library to their OneDirve, making the shortcut available within the OneDrive application. And, of course, I documented this feature as well for you **here**.

Add Shortcut to OneDrive vs. OneDrive Sync

WHAT IS THE DIFFERENCE BETWEEN ADD SHORTCUT TO ONEDRIVE AND ONEDRIVE SYNC?

So the primary difference between **Add Shortcut to OneDrive** and **OneDrive sync** is that the former does not sync anything to your computer; it just creates a link/bookmark to the content in your OneDrive for Business. In contrast, the latter takes care of the synchronization (download and sync) of SharePoint document libraries as well as OneDrive for Business to the user's computer (desktop).

HOW DO ADD SHORTCUT TO ONEDRIVE AND ONEDRIVE SYNC WORK TOGETHER?

So far, so good, right? Well, let me complicate things a bit for you. The confusion occurs when you use both Add Shortcut to OneDrive and OneDrive Sync together. The experience for you will depend on what exactly it is that you synchronize. Let me explain the various scenarios to you.

Scenario 1:

1. You **Added a shortcut to OneDrive** for one of the folders
2. You synchronized **just** the SharePoint Document Library (**but not OneDrive for Business**)

Add Shortcut to OneDrive vs. OneDrive Sync

No issues here. When you **Add a shortcut to OneDrive** – the link will appear in your OneDrive for Business Application…

Add Shortcut to OneDrive vs. OneDrive Sync

…and your Synchronized Document Library will appear in your list of synchronized Document Libraries locally on your PC.

Addshortcuttoonedrivevsonedrivesync3

Scenario 2:

1. You **Added a shortcut to OneDrive** for one of the folders
2. You synchronized **just** your OneDrive for Business (**but not the SharePoint document library** where the shortcut was created from)

If you Added a shortcut to OneDrive and then decided to synchronize just OneDrive for Business (but not the Document library you created a shortcut from) using OneDrive Sync, you will get your OneDrive for Business files and folders synchronized locally to your PC. The folder or a library that you happened to bookmark from SharePoint will be synchronized as well. It will appear as a folder icon with a person icon overlaid on top of it. Once again – no issues here.

Addshortcuttoonedrivevsonedrivesync4

Scenario 3:

And this brings us to the third and fourth scenarios. You know how in movies, when there is a scary scene approaching, you typically hear the corresponding music that warns you that something bad or scary is about to happen? Well, this is the kind of scene in my post where such music would be appropriate. Here is the scenario:

1. You **Added a shortcut to OneDrive** for one of the folders
2. You synchronized your OneDrive for Business first
3. You then try to sync the SharePoint Document library where the shortcut was created from

You will get this lovely message: ***Sorry, we can’t sync this folder. You’re already syncing a shortcut to a folder from this shared library.***

Add Shortcut to OneDrive vs. OneDrive Sync

To address this, you would need to remove the shortcut from OneDrive first, then sync the SharePoint Document Library.

Scenario 4:

This one is even worse…

1. You synchronized **both** your OneDrive for Business and a SharePoint document library
2. You **Added a shortcut to OneDrive** for one of the folders

or…

1. You **Added a shortcut to OneDrive** for one of the folders in a SharePoint document library
2. You synchronized the above SharePoint Document Library
3. You then try to sync OneDrive for Business as well

In both cases above, you will get this lovely message: **Unable to sync shortcut.**

Add Shortcut to OneDrive vs. OneDrive Sync

The problem with this specific message is that to resolve the conflict, it is asking you to **Unsync conflicting folder**. When you press this button, it stops the synchronization of the **ENTIRE SharePoint Document Library**! So in an instant and most of the time, unintentionally, you will stop the sync of the entire library! **This will lead to loss of data and any changes you make going forward!!!**

To prevent this disaster from happening, what you need to do is go to your OneDrive for Business, and **remove the Shortcut** from there.

Addshortcuttoonedrivevsonedrivesync7

Then wait a minute so that OneDrive for Business “catches up and tries to resync”, the error message and the **red X** over the cloud icon will then go away. I wish the error message allowed for this graceful workaround instead of unsyncing the whole damn library.
Addshortcuttoonedrivevsonedrivesync8

Long story short – you have to be really careful when using both **Add Shortcut to OneDrive and OneDrive Sync**. While both features are unique and different, using them together can be quite toxic!

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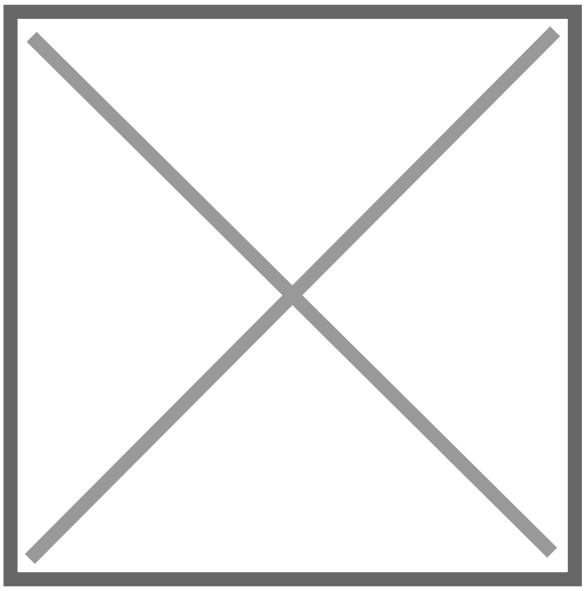
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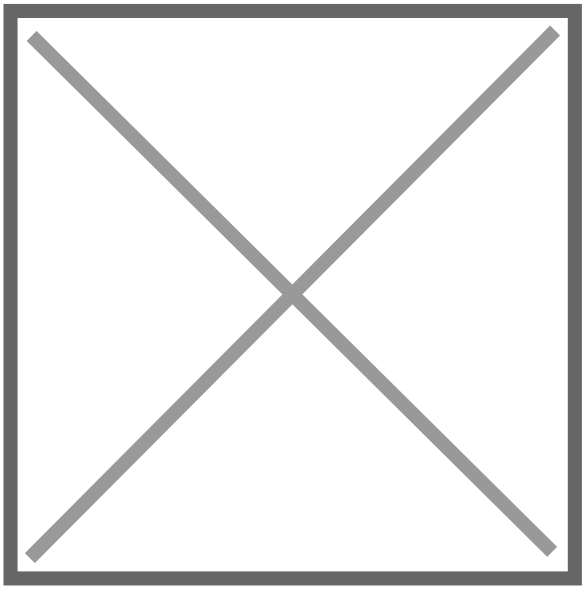
You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000



65.015 Setting up Microsoft Outlook via IMAP / SMTP



Docs

Document Control

Document Name	65.015 Setting up Microsoft Outlook via IMAP / SMTP		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	Most people are familiar with Microsoft Outlook and how simple it is to connect to a Microsoft 365 email account. But what if you're not using Microsoft 365 (Also know as Office 365)? It's still possible to connect Outlook to non-Microsoft email accounts using some settings called IMAP and SMTP. This article will guide you through setting up Outlook 2016 with your email service.		
Scope	This document applies to all clients of Safeharbour Support Ltd		

Inputs	None
Outputs	None

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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What you will need before you start
When your email account was set up, you will have been received your email account credentials:

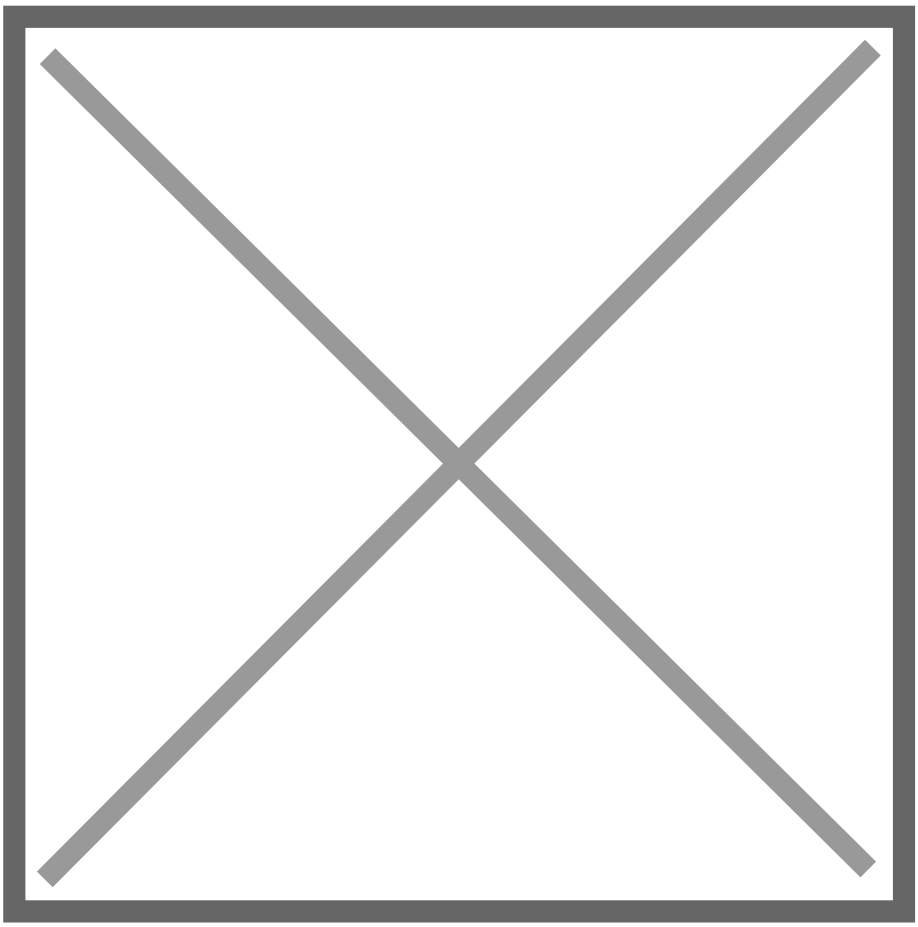
Username: Your email username, which is also your email address.
Password: Your email account password.
IMAP Server: This is the email server that holds your incoming emails for you.
SMTP Server: This is the server Outlook uses to send emails.

In this example, we are going to use these credentials:
Username: test@geekcollective.co.uk
Password: hh812h24!&oaisrg
IMAP Server: imap.geekcollective.co.uk
SMTP Server: smtp.geekcollective.co.uk

Adding the account
In Outlook, click on the File menu, then Account Settings, then Account Settings again. This will present you with a list of email accounts currently connected to your Outlook. Click on [New....] and then wait while Outlook looks for new accounts. When it presents you with the Outlook dialogue box:
- Enter your email in the email address field
- Click on Advanced options
- Put a tick in "Let me set up my account manually"
- Click the [Connect] button



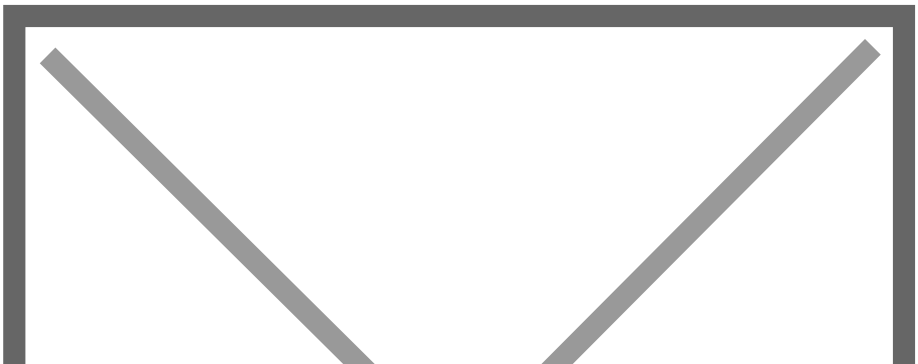
In the Advanced setup box that follows, click on IMAP



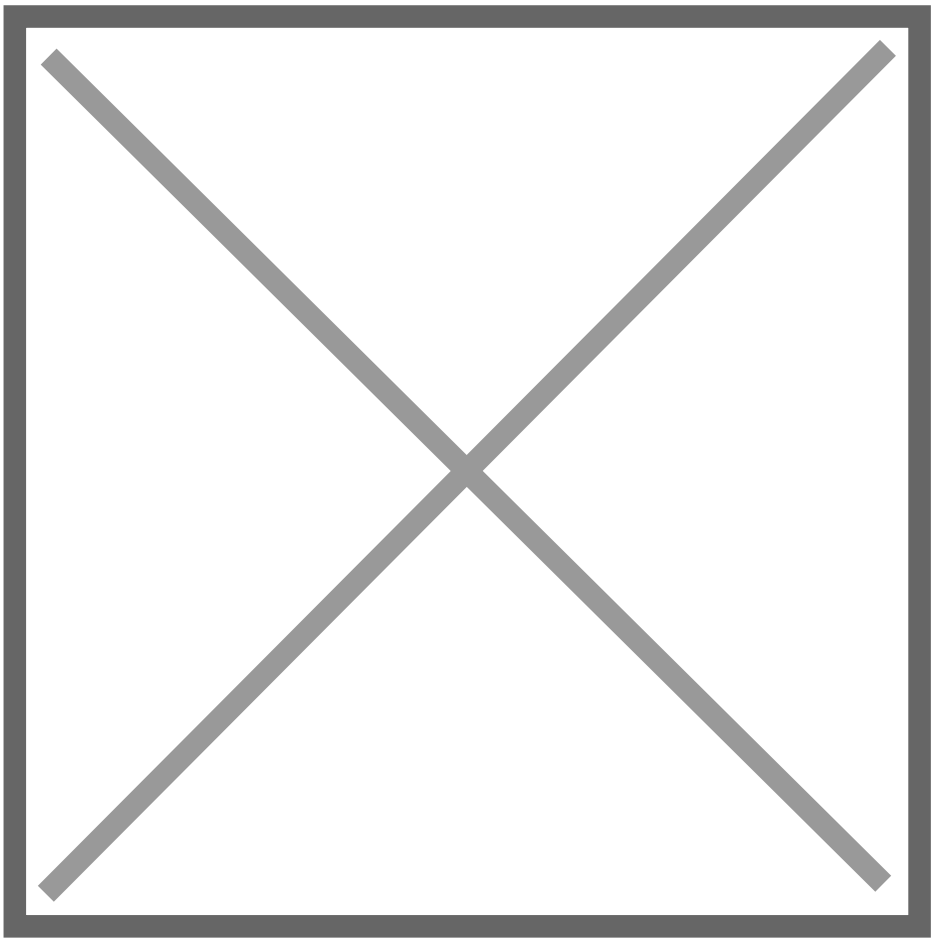
In the IMAP Account settings panel, enter your account details:
- Incoming mail:
    - Server: enter your IMAP server name
    - Port: enter 993
    - Encryption method: Click on None and then choose SSL/TLS from the picklist
- Outgoing mail:
    - Server: enter your SMTP server name
    - Port: enter 465
    - Encryption method: Click on None and then choose SSL/TLS from the picklist

Then click [Next]

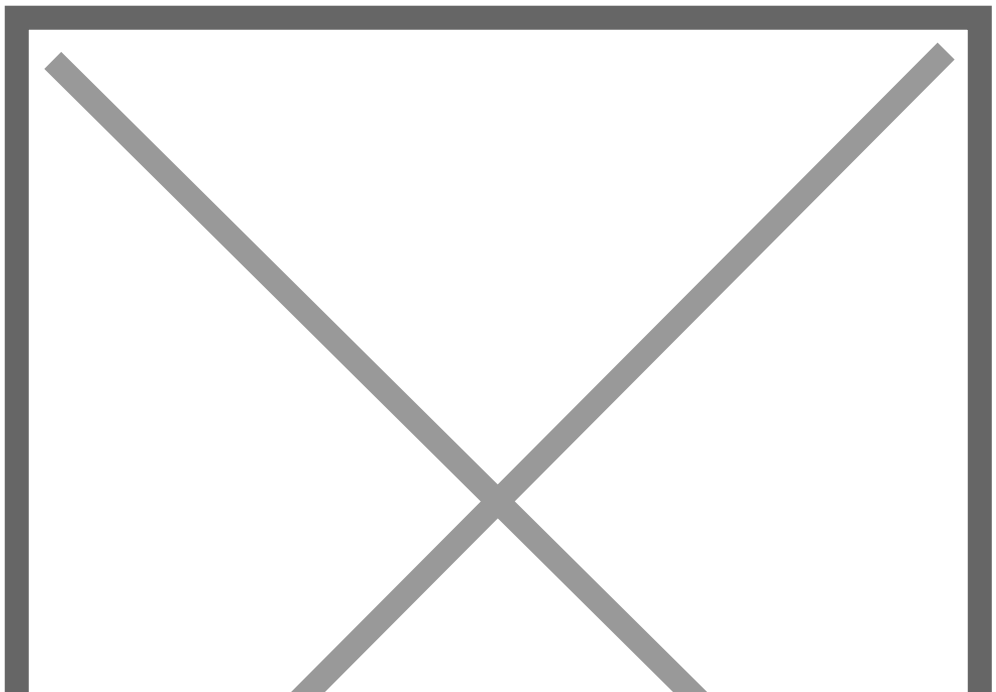
In the second IMAP account settings panel, enter your password and then click [Connect]



In the third IMAP account settings panel, enter the email password and click [Connect]



Outlook will then connect to the email server and confirm a successful connection. Click on [Done] to complete the process.



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Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000

