

Outlook:

Please run a full backup of your data before proceeding: Go to File --> Import/Export --> and export all folders into a .pst file on your PC. Then:

1. Close Outlook and restart the PC
2. Install our newest connector which can be found [here](#).
3. Go to Control Panel --> Email (or Mail) --> Show profiles
4. Create a new profile (name does not matter)
5. Within this new profile, please add a Mail account with --> Additional Server Types --> "Zimbra Collaboration" or "interWaysMAIL"
6. Set that profile as default profile
7. Close all windows and start Outlook
8. The new sync can take several hours, depending on amount of data

Zimbra Desktop:

Please export/back up your data first before proceeding:

Delete the account from Zimbra desktop and enter it again. Zimbra Desktop should start pulling the data from the server. This might take several hours, depending on mailbox size.