

Outlook - Login issues with 2016,2019 and 365

Since the last update of the Office products "Outlook 2016, Outlook 2019 and Outlook from Office 365" (as of December 9th, 2019), there may be login problems in certain constellations. This manifests itself in the permanent appearance of the password dialog or messages about incorrect password input.

This applies to devices that are not members of the Active Directory domain of the FSU like computers in IAP.

Solution

A change to the Outlook products implemented by the manufacturer is responsible for this.

The following registry entry must either be created manually or imported:

Method 1 (preferred): **Import the pre-made registry file** that sets the entry for you.

1. Download the file: [DisableO365ep.reg](#)
2. Open the file with a double click and confirm the dialog that opens with "Yes".
3. **Restart computer** for changes to take effect.

Method 2: **Creating the registry entry manually:**

1. Open the **registry editor** by typing "*regedit.exe*" in the start menu.
2. Navigate to the following path: HKEY_CURRENT_USER\SOFTWARE\Microsoft\office\16.0\outlook\autodiscover
3. Create the following value:
 - a. DWORD: ExcludeExplicitO365Endpoint
 - b. Value = 1
4. **Restart computer** for changes to take effect.

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[Login-Probleme mit Outlook 2016 / 2019 und Office 365](#)