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Cannot opens in outlook

Now wait the repair process to complete. In this case, open Outlook in safe mode where your add-ins aren't loaded and remove any suspicious add-ins. Outlook caches various files to speed up your app experience. Now close Outlook and then start-it again normally. Rebuild the Outlook database. Select Online Repair or Quick Repair. *Note: Quick Repair scans, and replaces damaged files with new ones. 5. Follow these steps to disable add-ins: Go to File > Get Add-ins.Select My Add-ins.Choose an add-in.Right-click the add-in and select Remove. Then, reopen Microsoft Outlook and see if that works. In this box, type the following command and press Enter: outlook.exe /cleanviews The command launches Outlook and clears your view settings. 3. From the File menu select Options. It's not uncommon, and you can easily make Microsoft's email and calendar app open with a few simple fixes. If Outlook opens intermittently, seize the opportunity to check for updates via Help > Check for updates. Quick Tips Running the Office repair tool can help fix various issues with Microsoft Outlook, including this one. Step 1: In the Outlook app, click on the File menu at the top. The Outlook freezing, crashing and not opening issues usually appears because of one of the following reasons: How to fix: Outlook Freezing or Crashing when opening (Outlook 2019, 2016, 2016 & Outlook for Office 365). Luckily, you can delete Outlook's cache files without affecting your stored data like emails and contacts. We'll show you what to do on your Windows 11 or Windows 10 PC. A startup issue with the navigation pane can prevent some versions of Outlook from opening correctly. If that doesn't work (every Outlook version is a little different), try these steps: Select File > Options > Add-ins.In the Manage section, select Go.Clear the check boxes next to the add-ins you want to disable.Select OK. These add-ins may be working incorrectly, causing the app not to launch. Here, enable the "Full Scan" option and choose "Scan Now." Wait for the antivirus to scan your system, find any viruses, and remove those items. Click the three-dot menu icon next to it and select Modify. Last updated on 01 August, 2024 The article above may contain affiliate links which help support Guiding Tech. Your app will rebuild these files as you send and receive emails as well as use other app features. If Outlook opens and works fine in safe mode, disable all the add-ins and re-enable them one at a time. To do that: 1. To fix this, press Ctrl + Shift + Esc to open Task Manager. Try these troubleshooting steps in the order presented here, from simple to more complicated. The process is fast and does not require an internet connection, while Online Repair requires an internet connection and it takes longer to complete. Let me know if this guide has helped you by leaving your comment about your experience. It's also available here: /Applications/Microsoft Office (version)/Office/.Select the identity of the database you want to rebuild.Choose Rebuild.When the process is complete, restart Outlook. Some common culprits include: Problematic add-insDamaged filesA corrupted profileNavigation pane issues There are other issues, too, that can contribute. Step 1. To access the tool, open Control Panel and select "Uninstall a Program." Select your Microsoft Office installation on the list and choose "Change" at the top. Restart your Mac. At Data files tab, choose the Outlook data file (.PST or .OST) and click Open File Location to find its storage location on the disk. The next method to troubleshoot issues that cause Outlook to crash or stop responding, is to repair MS OFFICE apps. Try using Outlook in Safe Mode to check if one of your add-ins is causing the problem. Click Add to create a new profile. Search your computer for Scantpst.exe (the Inbox Repair tool). Reset Your View Settings in Outlook Sometimes, Outlook fails to open when it can't load your view settings in the app. Open Run via Win + R, and then execute this command: outlook.exe /resetnavpane The following troubleshooting techniques apply to Outlook 2016 for Mac and Outlook 2011 for Mac. Now type outlook.exe /safe and press Enter to start Outlook in Safe Mode (without add-ins). Here, we list fixes for the possible causes, starting with the most likely culprit. Scan your computer for malware. Now open another Explorer window, and open the SCANPST.EXE tool from the following location on the disk, depending on the version of Windows and Office installed: Office 365, Office 2019 & Outlook 2016 Click to Run versions: C:\Program Files\Microsoft Office\root\office16\ Outlook 2019, 2016 (32-bit) & Windows (32-bit): C:\Program Files\Microsoft Office\root\office16\ Outlook 2019, 2016 (64-bit) & Windows (64-bit): C:\Program Files (x86)\Microsoft Office\root\office16\ Outlook 2019, 2016 (64bit) & Windows (64bit): C:\Program Files\Microsoft Office\root\office16\ Outlook 2013 (32bit) & Windows (32bit): C:\Program Files\Microsoft Office\Office15 Outlook 2013 (32bit) & Windows (64bit): C:\Program Files (x86)\Microsoft Office\Office15 Outlook 2013 (64bit) & Windows (64bit): C:\Program Files\Microsoft Office\Office15 Outlook 2010 (32bit) & Windows (32bit): C:\Program Files\Microsoft Office\Office14 Outlook 2010 (32bit) & Windows (64bit): C:\Program Files (x86)\Microsoft Office\Office14 Outlook 2010 (64bit) & Windows (64bit): C:\Program Files\Microsoft Office\Office14 Outlook 2007 & Windows (32bit): C:\Program Files\Microsoft Office\Office12 Outlook 2007 & Windows (64bit): C:\Program Files (x86)\Microsoft Office\Office12 Account Settings > Account Settings.Go to the Email tab and select your profile from the list.Choose Repair (this option isn't available for Outlook Exchange accounts).Follow the prompts to complete the wizard and then restart Outlook. Simultaneously press the Windows + R keys to open run command box. To do that, open Run using Windows+R. Outlook doesn't open on your PC for many reasons. To do this, press and hold the Ctrl key on your keyboard and double-click the Outlook shortcut. * * Suggestion: If Outlook opens now without problem, proceed to Method 5 to reduce the Mailbox size. Step 1: Click the search icon on the taskbar, type control panel, and press Enter. In the box, type the following path and press Enter: %localappdata%\Microsoft\Outlook In the open folder, access the "RoamCache" folder. outlook.exe /resetnavpane Opening Outlook in Safe Mode can help you identify if one of your add-ins is causing the problem. This is a very basic troubleshooting step but you'd be surprised how often it works for issues like this one. To do that, open the Run dialog box using Windows+R. If you have a Microsoft Exchange account, rebuilding the database deletes any information that isn't synced with the server. 6. Launch Outlook. In the app's left sidebar, select "Account." On the right pane, choose Update Options > Update Now. When you have issues with the app, it's likely the app's cached files are corrupted. Or, your PC may have a virus or malware infection, preventing your app from launching. Install any available updates you see. At Mail Setup window click Data Files... 3. Step 2: Scroll down to locate the Microsoft Office suite on the list. If you're not sure which version you have, go ahead and try these steps. Check Windows for updates. In this case, run a full virus check on your PC to find and remove any threats. Step 2: Use the left pane to navigate to Options. Now proceed to set up your email account and click Next to proceed. We'll use the Word app. Disable Outlook Add-in(s). Follow the on-screen instructions to finish the account setup. Navigate to Control panel, set View by to Small icons, then open Mail (Microsoft Outlook). Method 3: Repair Microsoft Office Applications. Step 3: Select Online Repair > Repair. Now open Outlook and see if the problem is fixed. Microsoft includes this tool with all Office installations, and you can use it to find and resolve problems with all your Office applications. 3. Select Add-ins at the left pane and then choose COM Add-ins on the right (beside "Manage"). At Archive options: Select the option Archive all folders to archive all mail folders, or choose Archive this folder and all subfolders and then select the folder you want to archive (e.g. the Inbox folder). To do that, launch your PC's Windows Security app. Microsoft Outlook won't open on your Windows 11 PC? Method 5: Reduce the Mailbox size by Archiving Older items. Although this might seem like an unrelated fix, there could be an update pending in Windows Update that is the exact fix you need to make Outlook open again. If you use the cloud-based Microsoft 365 on a PC or a Mac, the automated Support and Recovery Assistant tool can diagnose and fix many issues, including the problem of Microsoft Outlook not starting. In the "User Account Control" prompt, select "Yes." You'll see the Office repair tool on your screen. In run command box, type: appwiz.cpl and press Enter. Here are some common fixes that should work when Outlook doesn't open, whether you're using Windows or a Mac. Step 5: In the Add Account window, enter your account details > hit Next. As you can tell, this step is only useful if your problem is sporadic. Regardless of the specific cause, there are several key troubleshooting fixes to try that might help. Scan for malware: Malware infection is another possible cause for such issues with the Outlook app. In most cases, Outlook doesn't tell you why it isn't opening, which leaves you guessing as to what has caused the issue. At "Microsoft Outlook Inbox Repair tool", click Browse and select the Outlook .PST (or .OST) file from the location you noticed above. Click Yes when the confirmation prompt appears. In this app, navigate to Virus & Threat Protection > Scan Options. If Quick Repair cannot fix the problem try Online Repair. %localappdata%\Microsoft\Outlook Step 2: Press Ctrl + A to select all the files and folders within the Outlook folder and click the trash icon at the top to delete them. In this box, type the following command and press Enter: outlook.exe /safe If Outlook opens, it means your installed add-ins are likely the culprit. When the import is completed, navigate to Mail in Control Panel and delete the old Profile. Then, restart your PC and launch Outlook. If the scan reveals anything suspicious, take the recommended steps to remove the threat. Run an Antivirus Scan on Your PC If your PC has a virus or malware infection, that may be why Outlook isn't launching. This is because when you update one Office app, it automatically updates all other Office apps on your PC. Microsoft Outlook is a reliable and efficient e-mail client that can be used for both personal and business purposes. If Outlook opens in Safe Mode but won't open normally, then open it again in Safe Mode and proceed to step-2 below to disable Outlook Addins. The first method of solving Outlook crash or freeze problems is to disable add-ons that may prevent Outlook from working properly. Leave the Quick Repair option selected and click Repair. The most common when Outlook not opening, is a corrupted Outlook data file (.PST or .OST). Select Repair if the scan finds errors. When your cache files are deleted, launch Outlook, and the app should open without problems. Follow the on-screen instructions to update your Office apps. 1. Search for and select Uninstall a program. In this case, you'll have to remove your app's cache to resolve your issue. Microsoft explains which folder on your computer holds this file. In this case, remove those add-ins by heading into File > Options > Add-ins, selecting "Go" next to the "Manage" drop-down menu, choosing all add-ins on the list, and selecting the "Remove" option. The content remains unbiased and authentic and will never affect our editorial integrity. When the repair process is completed, close the Inbox Repair Tool utility. When the repair is complete, restart Outlook. Use the drop-down menu next to Manage > select COM Add-ins > click the Go button next to it. In the Profile Name box, enter a name for the new profile, then hit OK. One reason Outlook fails to launch is that you've installed faulty add-ins in the app. If the problem appeared after installing Updates, then proceed to uninstall them and see if that fixes the problem. When your add-ins are removed, close and relaunch Outlook. Open Outlook in Safe Mode. Restart the Outlook app after this and enable your add-ins one by one until the problem occurs again. Open Control Panel. Since your app doesn't open, you'll have to use another Office app on your PC to trigger the update. Another technique to keep Outlook away from crashing is to reduce the size of the mailbox by archiving older items. Method 2. To fix it when Outlook isn't opening on your PC, you can remove suspicious add-ins, run a full antivirus scan, clear Outlook's cache, repair the app using Office's built-in repair tool, or update your Outlook app. If the program opens as expected in Safe Mode, the reason it won't open normally is likely due to one or more add-ins. Even \$1 can make a huge difference for us in our effort to continue to help others while keeping this site free: If you're trying to open Microsoft Outlook from your Start menu or a shortcut icon but it just won't launch, don't worry, there are a few things you can try to get it up and running again. Disable Outlook Add-ins (in Safe Mode). Method 4: Create a new Outlook profile. If you can't open Outlook to complete this step, move on to the next option below. Since several different problems can cause Outlook not to open, you may have to try multiple fixes before your issue is resolved. Restart your computer. Then, right-click a selected file and choose "Delete" (a trash can icon). Enjoy using your favorite email client! Author: Konstantinos Tsoukalas , Last updated: November 25th, 2022 If you cannot open Outlook because it crashes or freezes when opening it, continue below to fix the problem. This only works in Outlook 2016 and older. 7. Several issues could cause Outlook to open incorrectly or not at all. Using the Microsoft utility to rebuild a corrupted database might solve the problem of Outlook not opening on a Mac. Exit all Office applications.Press the Option key and select the Outlook icon in the Dock to open the Microsoft Database Utility. Here, enable the "Quick Repair" option and choose "Repair." Wait while the tool fixes your Outlook problem. (If you don't see the outlook data file in the location you noticed, enable hidden files). For Outlook 2016, 2019 and later, select the File tab, then choose Info > Tools > Clean up old items... * Note: In Outlook 2010, 2013, go to the File > Info > Cleanup Tools > Archive. End Outlook processes using Task Manager: At times, Microsoft Outlook may fail to load its interface due to temporary glitches. Finally click the OK button to archive the old items (emails) 3. If the app still doesn't open, you can try resetting your view settings in Outlook by putting "outlook.exe /cleanviews" in the Run box. If you find a problem, resolve it with your security software, reboot your computer, and try to start Outlook again. Now according the result, proceed as follows: If Outlook doesn't open in Safe Mode, skip to Method-2 below. Step 1: Press the Windows key + R to launch the Run dialog box, type the following path in the text box, and press Enter. Step 2: If Outlook now starts up without a problem, reopen it in Safe Mode and enable one by one the add-ons (and restart Outlook), until you discover which one is causing the problem. Reset the navigation pane. Turning your computer off and then on again will flush Outlook from the memory, which is helpful if it won't open because it's hanging in the background. Once you find the problematic add-in, remove it to avoid any issues in the future. (At the final repair phase, you will be asked if you want to create a backup. However, sometimes Outlook does not open at all or freezes and crashes on opening. If your issue with Outlook persists, use the repair tool's "Online Repair" option to fix your app problems. Navigate to Control panel open Mail (Microsoft Outlook) and click Show Profiles. If this article was useful for you, please consider supporting us by making a donation. Consider creating a new Outlook profile and clearing the app data if nothing else works. If yes, and if you're using a POP account, proceed to import the emails from the old Outlook profile (.pst file), by using the steps below: From the File menu choose Open & Export > Import/Export Select Import from Another Program or File & click Next. Repair Outlook. Then, launch your Outlook app, and it should open without problems. Select Outlook Data File (.pst) & click Next. Restart Outlook after the process completes. Doing so should help you identify the troublesome add-in. Go in order so you have best chance of getting back to your inbox as quickly as possible. In Programs and features, select the Office version you have installed, and click Change. Thanks for letting us know! Get the Latest Tech News Delivered Every Day Subscribe Tell us why! If you can't open Outlook, or Outlook disappears or crashes, one of your add-ins may be to blame or you may need to update Outlook. Click Yes.) 8. Try these troubleshooting tips to get the Outlook app to work again. Once you've used this app, launch your Outlook app, and it should work as expected. Having trouble launching Outlook on your PC? Maybe you've added a new program to your computer that doesn't get along with Outlook, or your system has a virus. Select Browse, navigate to your personal folders (.pst) file, choose the file, then select Start. This option takes longer than the first one and requires an active internet connection to resolve your app issues. In the Processes tab, select Microsoft Outlook & click End task. To do that, open Windows' Run dialog box by pressing Windows+R. Check the box with Include items with "Do not AutoArchive" checked to archive individual folders. So, proceed to scan and repair the Outlook data file errors by following the instructions below: 1. You can do this through the Run dialog box. You can update your Outlook app to resolve your launch problem. Outlook profiles can become corrupted, causing all sorts of problems, including Outlook not opening. Repair Outlook Data File. Old app versions often have many issues, and these issues are usually fixed in newer versions. Step 4: Uncheck the boxes to disable add-ins and click OK. Your issue should now be resolved. Then hit the Go... button. * * Note: Before proceeding with the suggested methods try the following: If you're using a third-party antivirus program, try to disable it and see if the problem persists. 2. And that's how you get Outlook to open without problems on your Windows 11 or Windows 10 PC. 2. Close all Office applications. In this case, you can reset your view settings before opening the app. Step 3: In the Outlook Options window, switch to the Add-ins tab. 4. Method 1. Choose a date under the Archive items older than option. You may have installed an add-in that's causing problems with the app. Uncheck all the boxes to disable all Add-ins, then press the OK button. To do so, follow the steps outlined below. 9. Step 3: Click Show Profiles. If your Outlook version is outdated, that may be why you can't open it. Right-click Microsoft 365 and choose Change. That's it! Which method worked for you? Here, select all files by pressing Ctrl+A. Start Outlook in Safe Mode. A recent update could include a fix for the problem. Click Browse, select the old Outlook PST file from the location you noticed in Method-2 above and & click Open. Back up any Outlook data stored only on your computer before you rebuild the database. Step 1: Right-click on the Start icon > select Installed apps from the list. If Outlook still doesn't open, use the Inbox Repair tool to find and possibly fix the problem. Step 2: Change the view type to Large icons and click on Mail (Microsoft Outlook). Step 4: Click on Add > enter the name for the new profile > click OK.

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