

KNOWLEDGE BASE · PUBLIC DOCUMENT

Outlook is slow, freezes or will not open: safe mode, add-ins and a new profile

E-mail

CODE

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VERSION

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COUNTRY · LANGUAGE

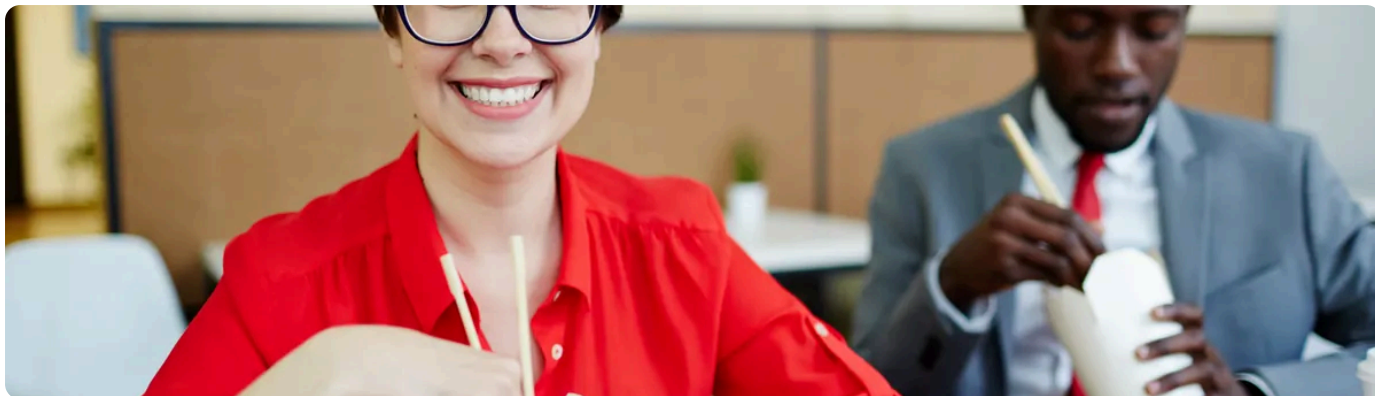
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The short answer: a slow Outlook, one that freezes (“Not Responding”) or will not open at all, almost always has its cause on the **computer** rather than in the mailbox: a misbehaving **add-in**, a large or damaged **data file**, or a broken **profile**. Safe mode tells you straight away which side the problem is on.

Symptoms and causes

Symptom	Most likely cause
Stuck on “Loading profile” or “Processing”	An add-in or the data file. Open in safe mode to tell the two apart.
Opens, but freezes on every message	An add-in (antivirus, PDF writer, CRM, signatures) scanning each e-mail.
Slow only in one huge folder	Many thousands of messages in a single folder. Archive or split it.
Closes by itself when opening	A damaged profile or data file, or an Office update half done.
Slow after a Windows or Office update	An Office repair usually fixes it.

Making Outlook fast again

1

Open in safe mode: press Windows+R, type **outlook.exe /safe** and Enter. If it is fast that way, an add-in is to blame.

2

Switch the add-ins off: in **File > Options > Add-ins**, at the bottom choose **COM Add-ins > Go** and untick them all. Turn them back on one at a time until you find the slow one.

3

Repair the data file if safe mode is slow too: **repairing the Outlook data file**.

4

Create a new profile: in Control Panel, open **Mail > Show Profiles > Add**, set the account up (with IMAP the mail comes back from the server) and choose "Always use this profile". Keep the old one until you have checked everything.

5

Repair Office: in Windows Settings, under Apps, choose Microsoft Office, **Modify > Quick Repair**.

6

Lighten the mailbox: folders with years of attachments make everything heavier, in Outlook and on the server: **your mailbox is full**.

A new profile with a POP account does not bring the mail back. With POP the history is in the old profile's PST file: open that PST in the new profile (File > Open > Open Outlook Data File) instead of losing it.

If webmail is slow too, the problem may be the mailbox or the server rather than the computer: then tell us.

Outlook still slow or will not open? Tell us the Outlook version and what appears on screen.

[Open a support ticket](#)

SEE ALSO

[Repairing the Outlook data file: damaged PST or OST, SCANPST and a new OST](#)

[Outlook search does not find e-mails: rebuilding the index](#)

[Outlook is not syncing: missing e-mails and folders that do not update](#)

[Your mailbox is full: what to delete and how to stop it happening](#)

[How to set up your e-mail in the new Outlook for Windows](#)

[Webmail or an e-mail app: which one to read your mail with](#)



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