Microsoft Outlook 2011 will not launch

CADTech Student Employee - 2022-04-14 - Troubleshooting Guides

Problem

Microsoft Outlook 2011 just bounces when trying to launch the program and then nothing happens.
or

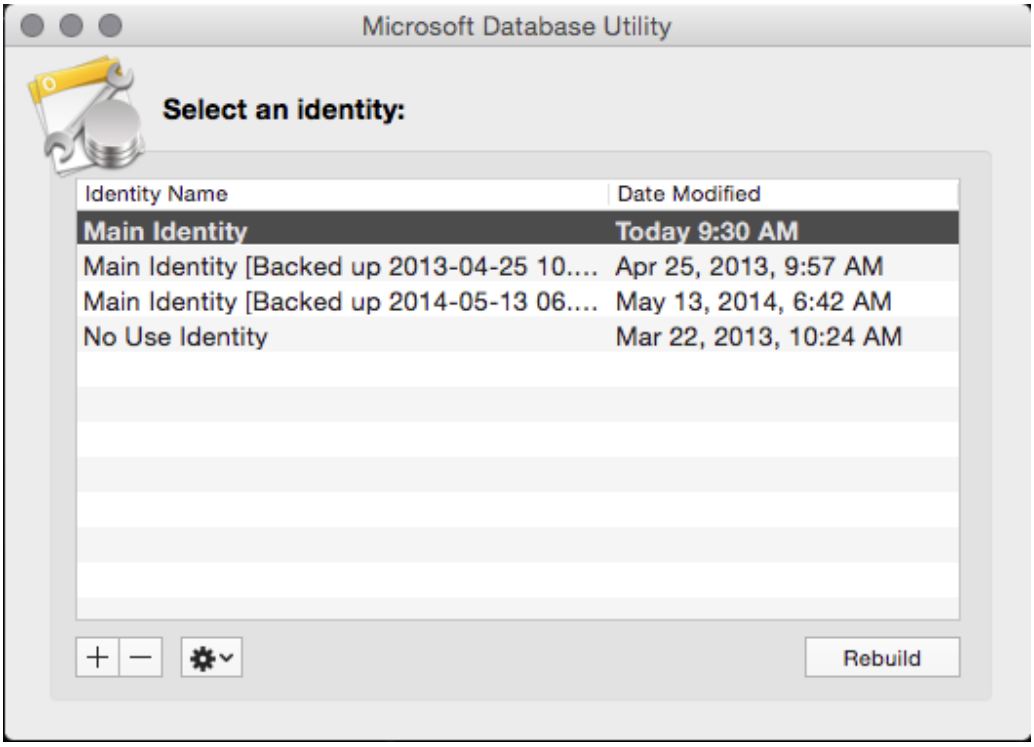
Outlook 2011 starts to launch but then crashes
or

Your receiving a message that the Database is corrupt and needs to be rebuilt

Solution

1. While holding down the "**OPTION**" key on your keyboard, launch Outlook 2011

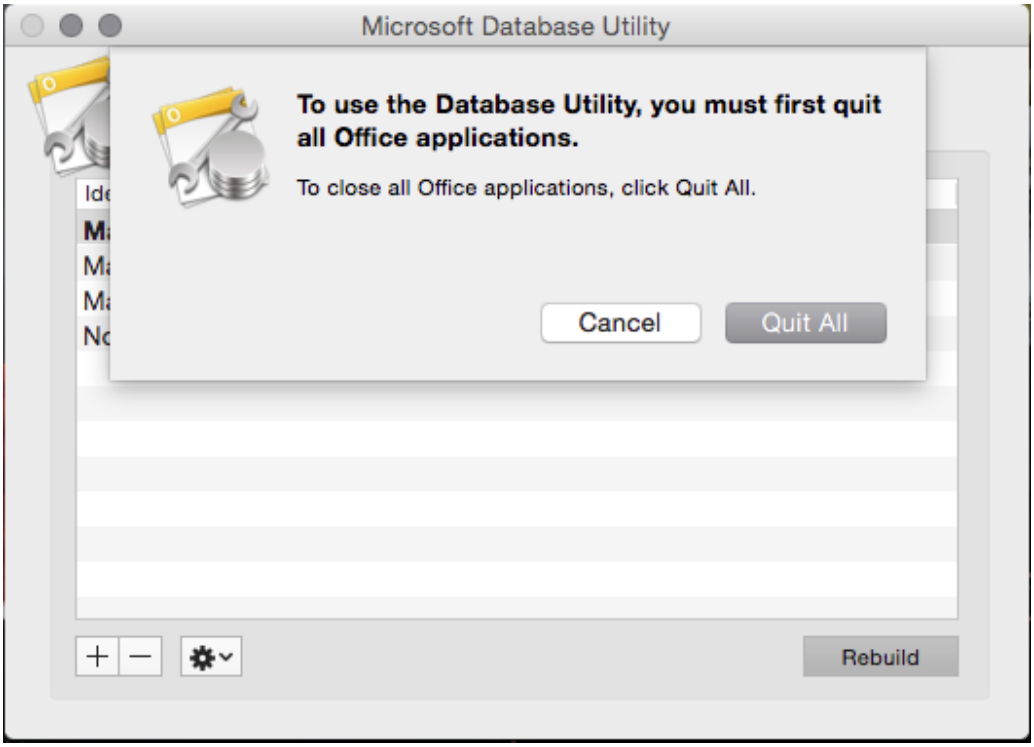
2. You will notice the Microsoft Database Utility launches instead



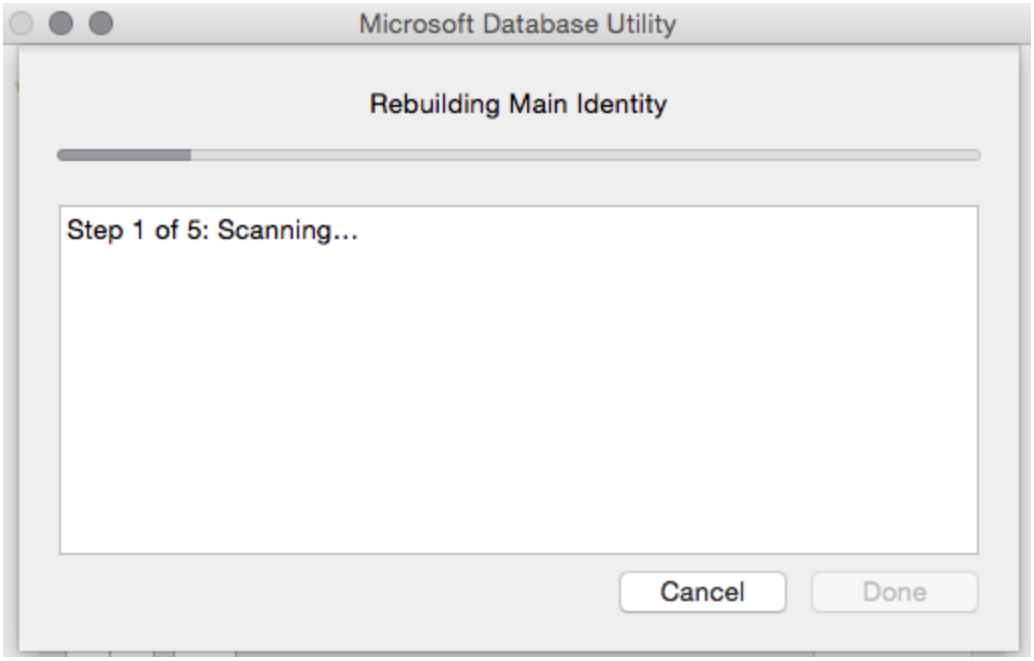
3. Select the most recent "**Main Identity**" that is listed. Normally this is on top, but just look at the Date Modified column

4. Click **Rebuild**

5. Presented with a dialog that will ask you to Quit All Microsoft Applications. Click "**Quit All**"



6. The database will start to be rebuilt. Depending on how much email you have this can take a while to complete. Sometimes as long as 30+ minutes



7. Once rebuild is complete, quit the Database Utility and launch Outlook normally. If you still are having problems, please submit a ticket for support.