

# How to fix the error of not being able to open Outlook, Outlook crashes

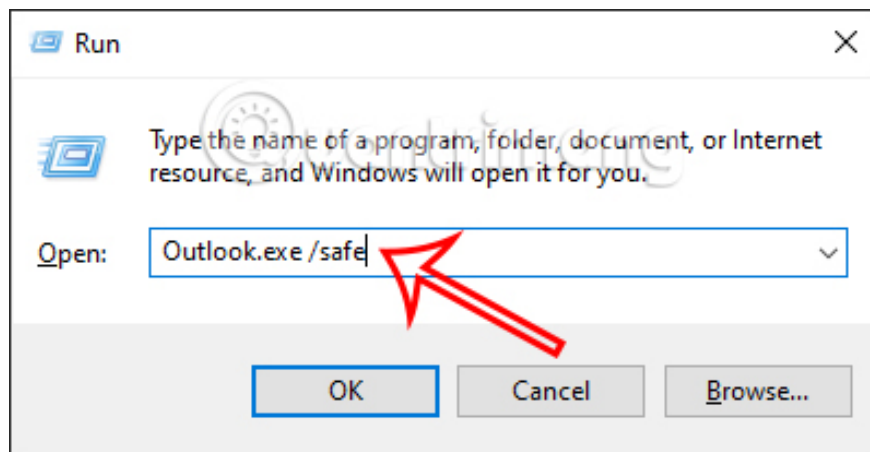
When using Outlook, there may also be errors, Outlook cannot be opened or Outlook crashes, leading to difficulty sending emails on Outlook. The article below will guide you to fix the error of not being able to open Outlook, the error of Outlook not responding.

## 1. Fix Outlook errors by turning off Hardware Acceleration

The condition of Outlook not being able to open or Outlook not responding can have many different causes. One of those reasons is Hardware Acceleration. This tool is responsible for accelerating hardware, but if the computer is not configured enough, it will cause errors in the software running on the system.

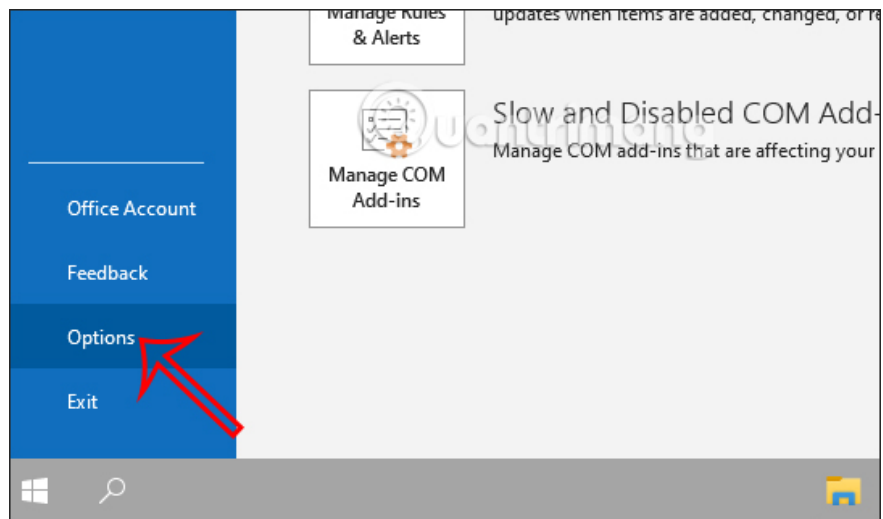
### Step 1:

At the computer interface, press the **Windows + R** key combination to open the Run dialog box. Here you enter **Outlook.exe /safe** and then click OK below.



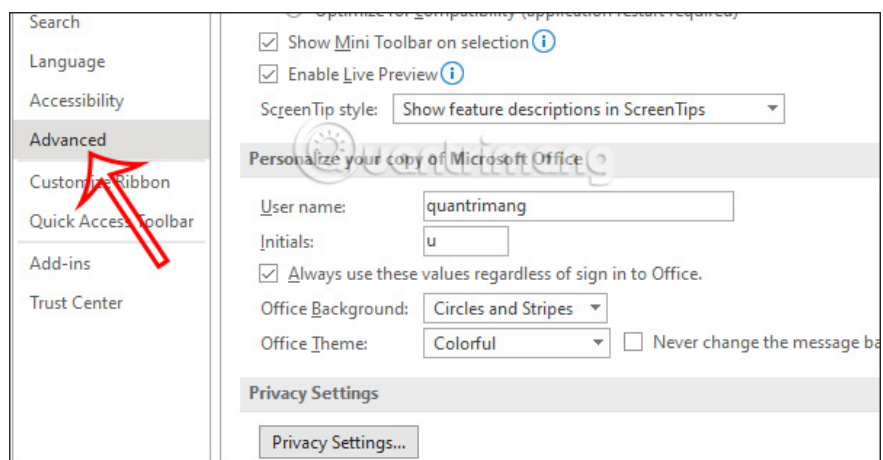
### Step 2:

Immediately after that displays the Outlook interface on the computer. Here, users click on **File** and then select **Options**.



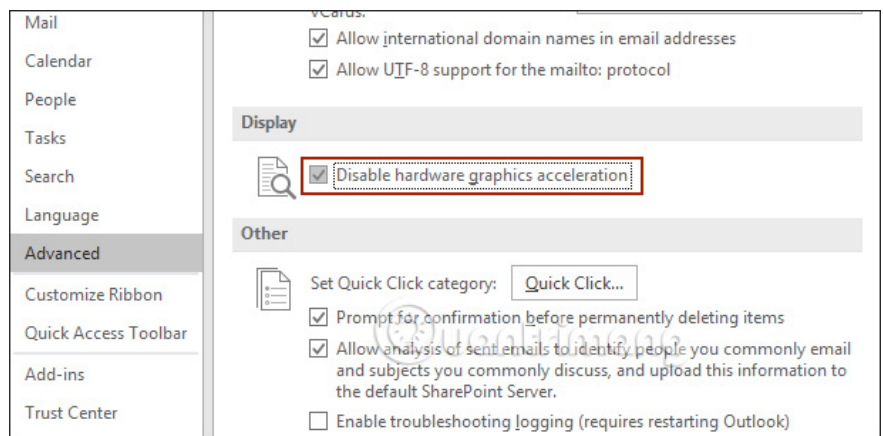
### Step 3:

Switch to the settings interface for Outlook on the computer. We will find **the Advanced tab** , then look to the right to find **the Display group** .



At this point, the user will **select Disable hardware graphics acceleration** and then click OK below.

Then you restart Outlook and you no longer get the crash error.



## 2. Instructions to fix Outlook not working error

In case you have used the above method and Outlook still has an error, continue with the steps below.

### Step 1: Check which Outlook dialog boxes are open

While working on Outlook for some actions, the user will need to confirm before continuing. If the user does not confirm in that dialog box, Outlook will stop working.

So check to see if any Outlook dialog boxes are asking users to confirm information. You can **press Alt+Tab** to quickly see the windows that need confirmation on Outlook.

### Step 2: Check if Outlook performs any action

When Outlook performs actions such as deleting or moving a large number of emails at the same time, it will take a relatively long time. If so, Outlook will stop other operations to complete the current step.

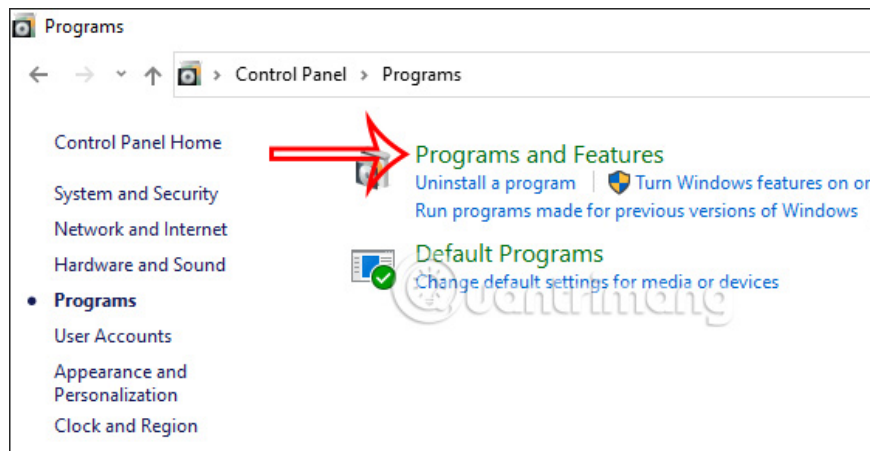
### Step 3: Install the latest version of Office

Using the latest versions of Office will help resolve some errors in older Outlook versions. In addition, you can also use many new features.

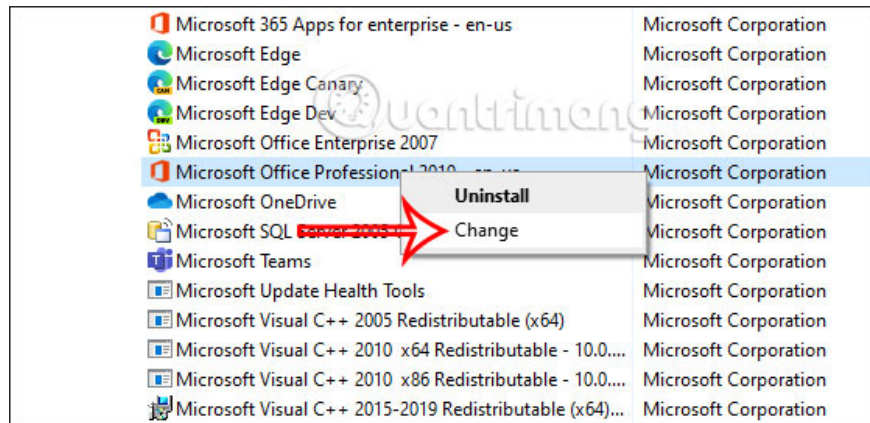
### Step 4: Fix Outlook errors using Office tools

Microsoft Office also has error correction tools to detect existing errors in the office suite you are using.

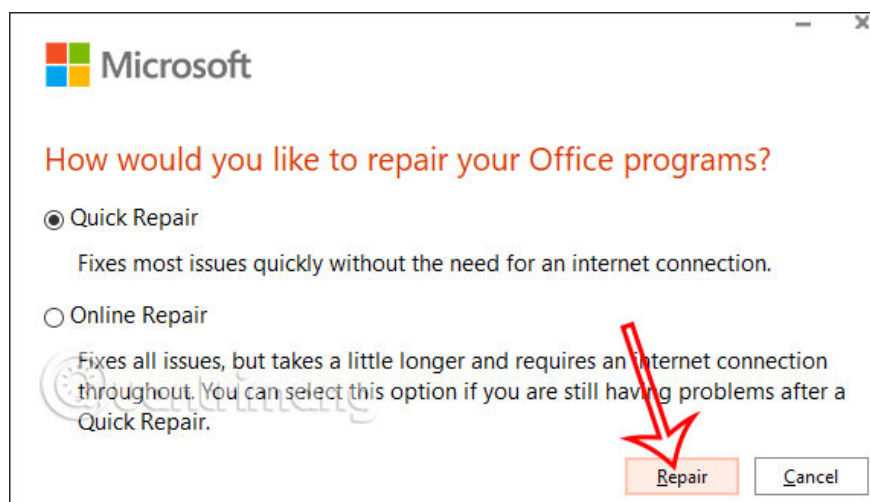
On the computer, we access **Control Panel** and select **Programs and Features** to go to the list of software installed on the computer.



Next, **right-click on the Office suite** you are using, from Office 2013 or later, then select **Change** .



Now display the Office error correction interface, **click Repair** to proceed with identifying errors and fixing them.

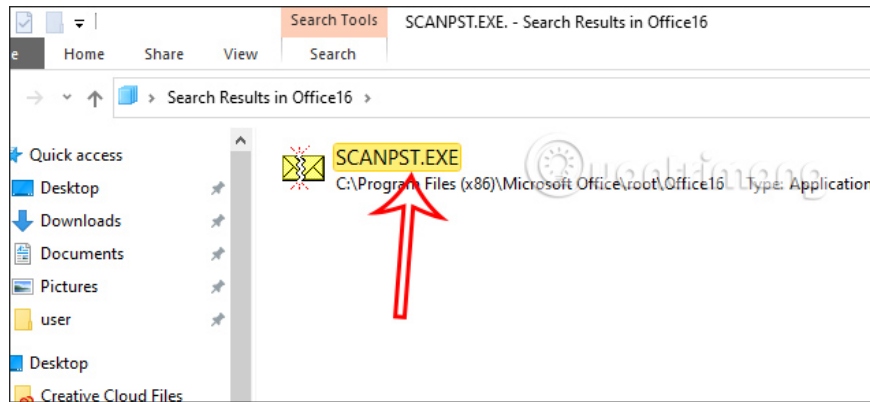


### Step 5: Edit Outlook data files (.pst and .ost)

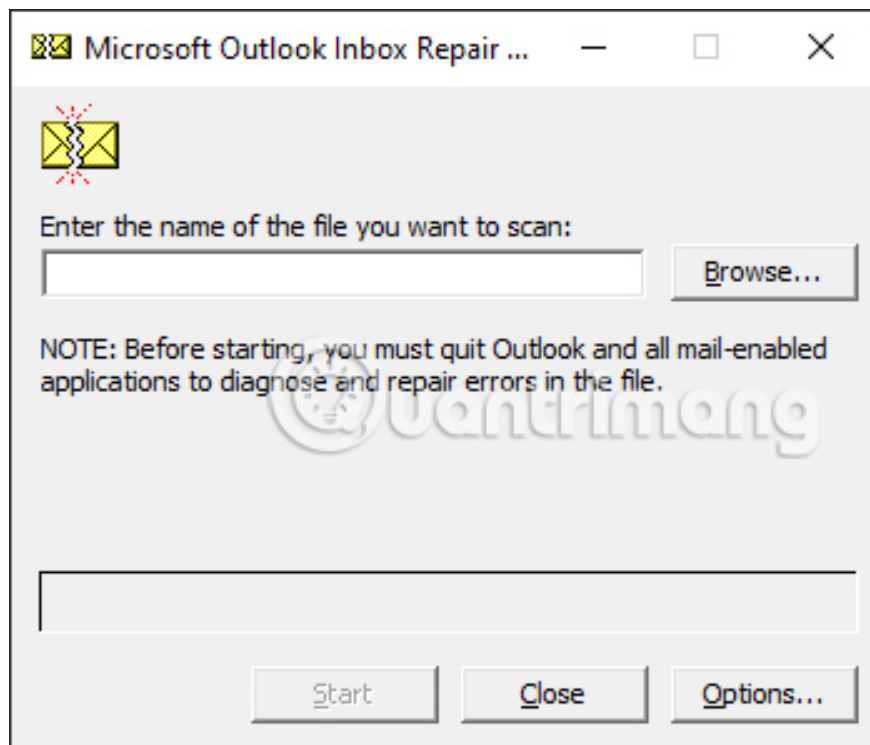
You need to exit Outlook and then access the link below.

1. Outlook 2019: Program Files (x86) Microsoft Office\root\Office16
2. Outlook 2016: Program Files (x86) Microsoft Office\root\Office16
3. Outlook 2013: Program Files (x86) Microsoft Office\Office15
4. Outlook 2010: Program Files (x86) Microsoft Office\Office14
5. Outlook 2007: Program Files (x86) Microsoft Office\Office12

At the interface, click **SCANPST.EXE** .



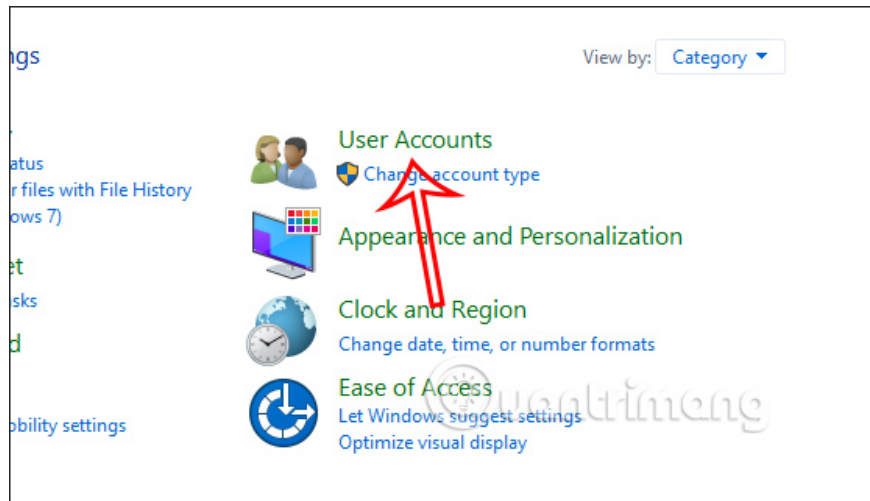
Displaying a new dialog box, **click Browse** to **find the Outlook data file (. PST)** that we want to edit. Then **click Start** to proceed with error correction.



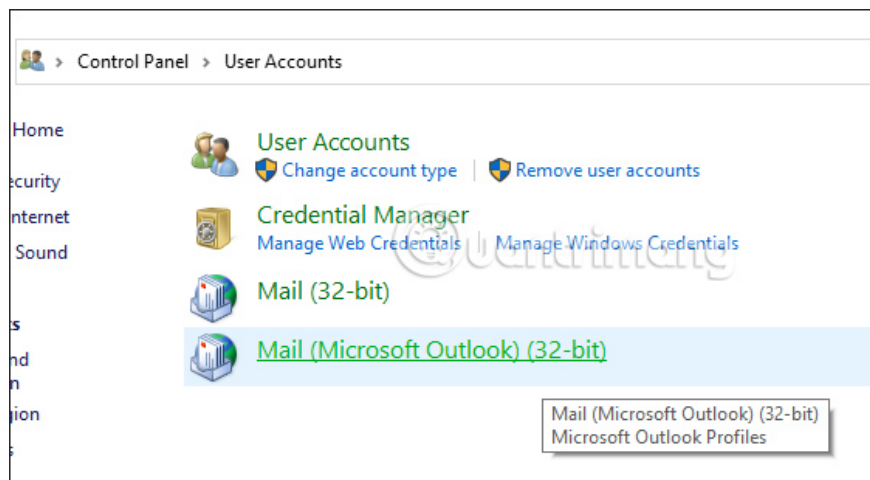
## Step 6: Create a new Outlook profile

### Step 1:

Open Control Panel on the computer and then click on **User Accounts** .

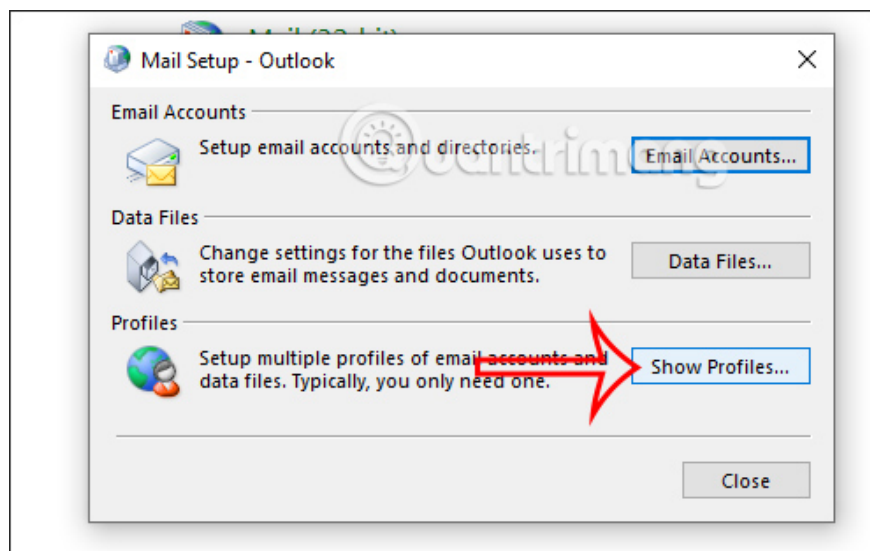


Next, **click Mail** to create a new profile.



## Step 2:

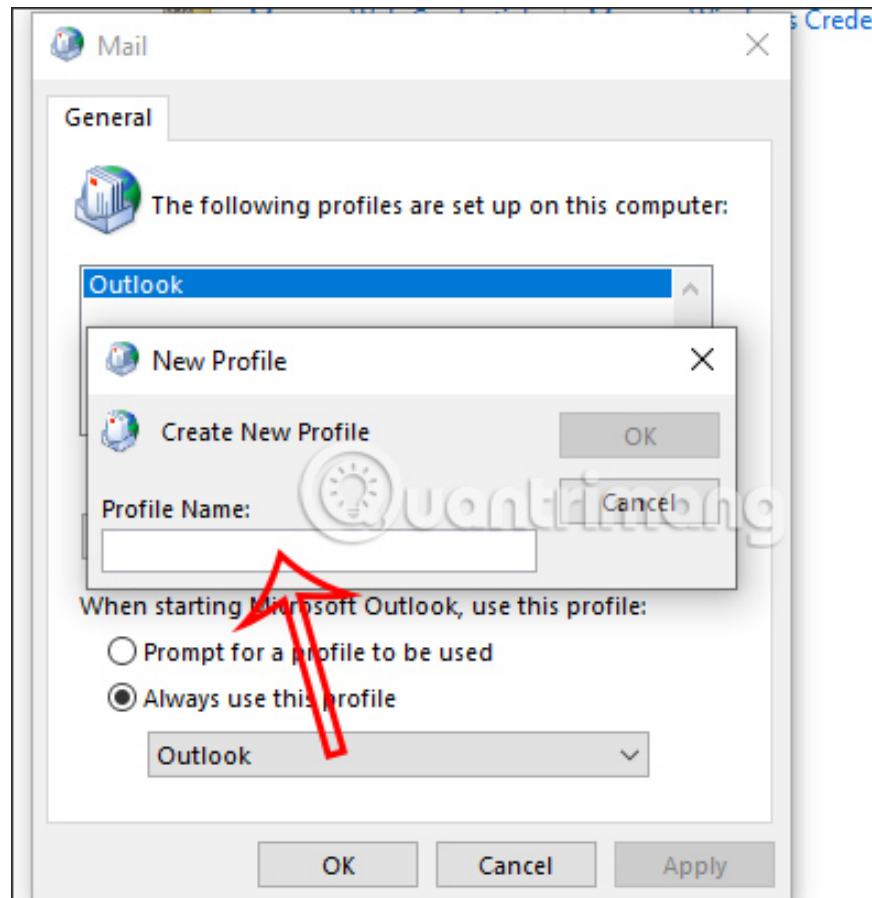
Displaying the new dialog box interface, the user clicks **Show Profiles**.



Next **click Add** then choose **to enter a new profile name for Outlook** and click OK. Now **enter the email address and password for the main email account** you use in Outlook, then follow the steps to create a profile.

Once you have created the profile, in the Show Profiles dialog box, **select Prompt for a profile to be used** .

Finally, reopen Outlook with the newly created profile to use.



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