

# How to fix error “Cannot start Microsoft Office Outlook. Cannot open the Outlook Window” when starting Outlook?

Please try the steps below to resolve the issue.

## **Start Outlook in safe mode and disable add-ins**

Sometimes add-ins can conflict with Outlook. Starting Outlook in safe mode, which starts Outlook without add-ins loaded, can tell you if an add-in is the problem.

1. Start Outlook in safe mode
2. Choose **Start > Run**.
3. Type Outlook /safe, and choose **OK**.

In the Choose Profiles dialog box, accept the default setting of Outlook and choose **OK**.

4. If prompted, **enter your password and choose Accept**.

***If Outlook does start in safe mode, then the problem is likely with one of your add-ins.***

***You'll need to disable all of your add-ins before restarting Outlook***

## **Disable add-ins**

1. In the upper-left corner of Outlook, choose **File > Options > Add-ins**.
2. At the bottom of the View and manage Office Add-ins, ***make sure the Manage box shows COM Add-ins***, and then choose **Go**.
3. As a precaution, when the COM Add-ins listing of your current add-ins opens, do one of the following:

Manually record the title of every selected add-in listed under Available Add-ins.

or

Take a screenshot of the property sheet and save the image to a location of your choice.

4. After you've captured the titles of the selected add-ins, **clear all selected check boxes**, and then choose **OK**.

5. Choose **File > Exit**.

### **Restart**

1. Choose **Start > Run**, and in the Open box, type **Outlook**.

**Note: If the program loads properly, it's likely that one of your add-ins is the source of the error and you need to identify which one. To determine which add-in is the problem, enable one add-in at a time.**

2. In the upper-left corner of Outlook, choose **File > Options > Add-ins**.

3. Select the check box next to an add-in you want to re-enable, and then choose **OK**.

4. Repeat all steps until you've re-enabled all of the original add-ins and revealed the source of the error.

**Important: Remember, if Outlook opens in safe mode, you've revealed the add-in you just enabled as a source of the error.**

**Restart Outlook again and disable the add-in you enabled that produced the problem, and then start Outlook.**

**Make sure you go through the restart-disable-restart process for every add-in that was originally enabled in Outlook. An error could be caused by more than one add-in.**

However considering you have already purchased Restoro and would like us to assist you in doing that utilizing a remote session, please contact our support and we are happy to help you.

Email: [support@restoro.com](mailto:support@restoro.com)

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