

# Outlook not responding, stuck at "Processing," stopped working, or freezes

Did you get an Outlook not responding error? Is Outlook stuck on a screen that simply says "Processing"? Or does Outlook freeze or stop working when you're opening a file or sending an email message?

There are a number of possible reasons for Outlook to behave this way.

Here are a few troubleshooting steps you can try:

1. Check for updates: Make sure that Outlook is updated to the latest version. You can check for updates by going to File > Office Account > Update Options.
2. Disable add-ins: Add-ins can sometimes cause issues with Outlook. You can try disabling them by going to File > Options > Add-ins.
3. Repair Office: You can try repairing your Office installation by going to Control Panel > Programs > Programs and Features > Microsoft Office > Change > Repair.
4. Create a new Outlook profile: Sometimes, creating a new Outlook profile can fix issues with the old profile. You can create a new profile by going to Control Panel > Mail > Show Profiles > Add.
5. Disable Hardware Acceleration: You can try disabling hardware acceleration by going to File > Options > Advanced > Display.

*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 they will be happy to help you.*

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

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