



Microsoft Outlook Freezing Issue

This help page will explain the issue and guide you out of the freezing issue with Microsoft Outlook and SAFE Software

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The Problem

- Microsoft Outlook freezes when trying to email directly from another Office Program like Access (which SAFE is based in).
- The SAFE Program cannot be closed when this issue happens
- The user is left with a “frozen” screen. Rebooting does not fix it.

The Cause

- Unknown at this time. It seems to happen most frequently when Microsoft Outlook is NOT opened prior to email from MS Office programs like SAFE Software (which is based in MS Access).
- Please note that this is NOT a SAFE Software issue. Your data and program are not affected by the MS Outlook problem.

The Repair

To get back to the normal operation, do the following:

- Right-click on an unoccupied area of the TASKBAR and click "Task Manager"



- Once the Task Manager appears, click on "More Details" to expand the window. Scroll down on the programs section to the left until you see Microsoft Outlook. It may be "greyish" and have a brown cog wheel on it. Click on it and then click "END TASK" on the Task Manager. This will completely close any running instance of MS Outlook.
- After ending Microsoft Outlook, restart it. If you get prompted to open it in "SAFE" mode, just decline it and open it regularly.
- If you still have issue, please contact me at (940) 367-2246

