

IT LOGIK

USER GUIDES

CLEAR OUTLOOK CACHE

INTRODUCTION: This guide will show you how to clear your Outlook cache.

SYSTEM REQUIREMENTS: NA

WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

- Outlook (any version)

STEP ONE

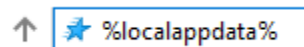
Close Outlook.

STEP TWO

Open Windows Explorer.

STEP THREE

Type “%localappdata%” (without the quotation marks) into the top bar and press **Enter**.



STEP FOUR

Now select the “**Microsoft**” folder.

	Adobe	25/05/2017 10:21	File folder	
	CEF	25/05/2017 10:21	File folder	
	Citrix	02/06/2017 09:10	File folder	
	Google	22/05/2017 13:58	File folder	
<input checked="" type="checkbox"/>	Microsoft	02/06/2017 12:24	File folder	
	Microsoft Help	10/05/2017 14:36	File folder	
	Temp	06/06/2017 11:09	File folder	
	GDIPFONTCACHEV1.DAT	22/05/2017 11:23	DAT File	109 KB

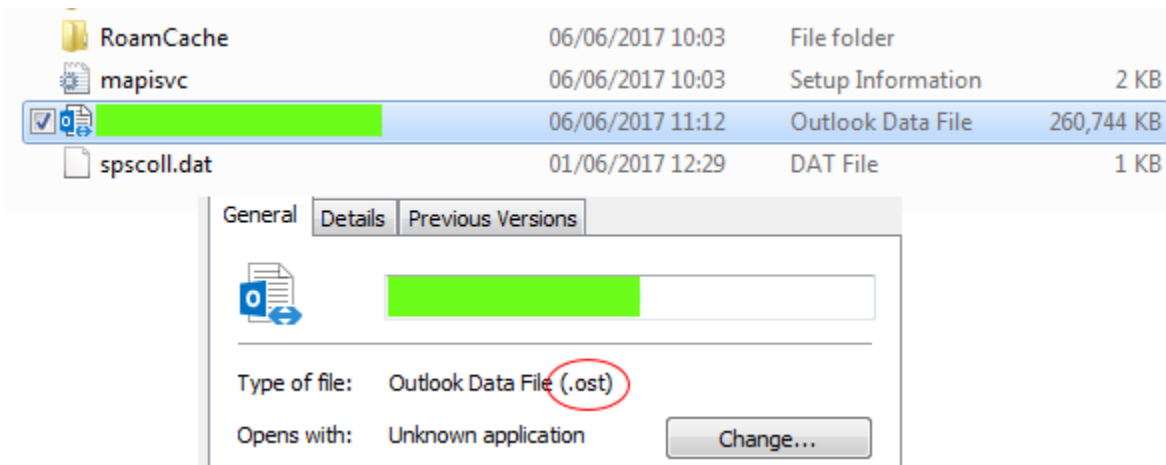
STEP FIVE

Now go into the “**Outlook**” folder.

	Office	05/06/2017 14:41	File folder	
	OneNote	31/05/2017 11:51	File folder	
<input checked="" type="checkbox"/>	Outlook	06/06/2017 10:04	File folder	
	PlayReady	22/05/2017 11:23	File folder	
	Windows	02/06/2017 09:10	File folder	

STEP SIX

The file we need to delete is an **.ost** file. Two ways to identify it are either under the “**Type**” column, it’s Outlook Data File or you can left click on the file and click “**Properties**” and it will show you.



STEP SEVEN

To delete it, just click on it and press Shift + Delete on your keyboard to permanently remove it. Then open Outlook and check if the issue has been resolved.