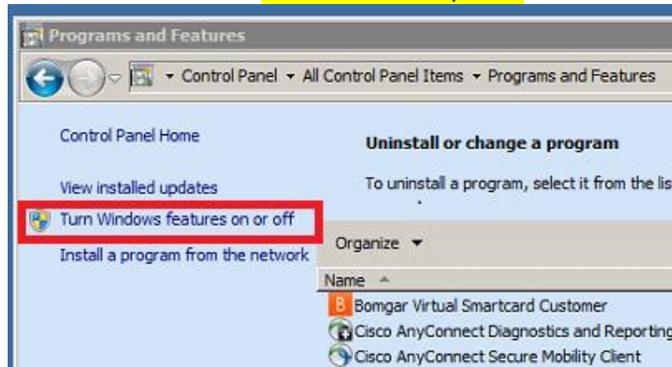


Outlook Indexing Fix

- 1) Open Start Menu, open Control Panel, open Programs and Features. On the left, click on "Windows Features activate and deactivate". Switch OFF "Windows Search". Click OK. Wait for the reconfiguration window to close. Restart the computer.



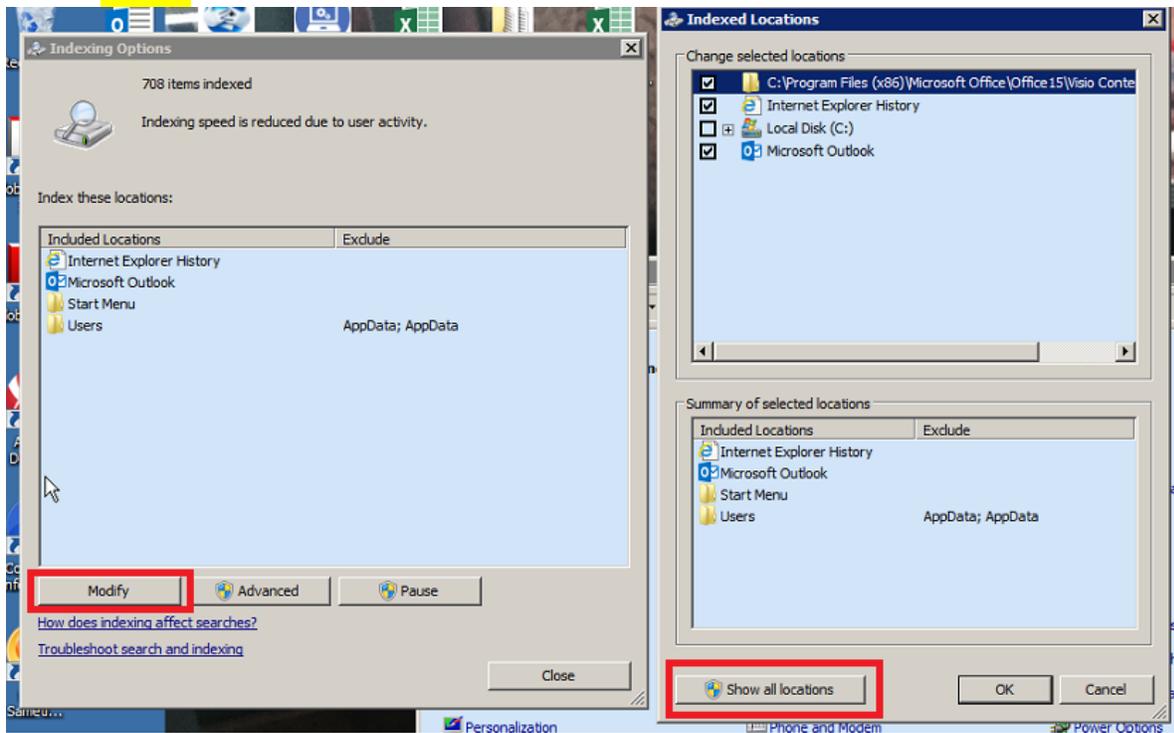
- 2) After the restart, open Outlook. Office will start a reconfiguration. You will note that you still be able to search but your options are very limited. Enter something into the Outlook search box. Outlook will complain the Search function is not working. Close Outlook restart Windows.

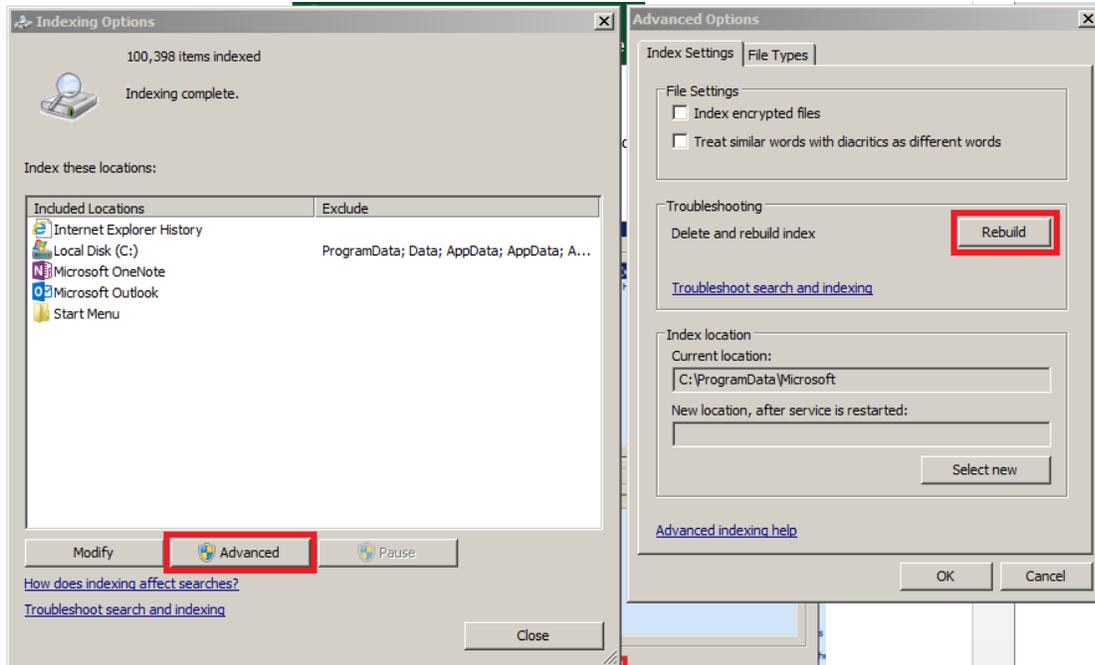


- 3) After the restart go to Control Panel / Programs and Features. Go to "Windows Features activate and deactivate". Switch ON "Windows Search". Click OK. Windows will start a reconfiguration. Restart Windows. Now Windows will reinstall the Search function brand new and clean.



- 4) Open Outlook again. Outlook will re-configure. Close Outlook.
- 5) Go to Control panel -> Indexing Service. Make sure that Outlook with the correct User Account is in the list on the left side by clicking on Modify, then Show All Locations. Once confirmed, close those windows to get back to the "Indexing Options" page. Click on "Advanced" and then "Rebuild" to rebuild the Index.





- 6) While the Index rebuilds, open Outlook and enter something into the Search box and Outlook will tell you that the search results are incomplete. To check the progress: In the Ribbon Menu "Search tools" you find a dropdown button "Search tools" there you find the option "Indexing Status". There, Outlook will tell you how many Items still need to be indexed, this number should go down while you rebuild the Index. If you enter something in the Outlook Search box you can watch more and more results appear.

***** NOTE*****

If you are unable to Search in outlook after repair. Open search menu and enter "Indexing Options". If "Microsoft outlook" is missing from locations you will need to repair Office 2013.

Open Control Panel / Programs and features highlight office select "change" and repair. After repairing Office 2013 open start/run and enter "Indexing Options". Confirm Microsoft Outlook is present. Click "Advanced" and open "File Types" confirm .MSG is checked and is associated with "Office Outlook MSG IFilter".

Go back to index settings and click rebuild. This will take about 5-30 minutes depending on OST size.

While that is indexing Open outlook and try to search. If this is done correctly Search will report Outlook is indexing and can't search.