Outlook User   New Outlook app   Outlook.com   Outlook Mac   Outlook & iCloud   Developer   Microsoft 365 Admin   ⋯

How to clean up Outlook's Forms Cache

Slipstick Systems

🏠 › Developer › Custom Forms › How to clean up Outlook's Forms Cache

Last reviewed on October 1, 2015   💬 7 Comments

When you receive the message

> ❝ *The form required to view this message cannot be displayed. Contact your administrator*

It usually means that you need to clean Outlook's forms cache.

To clear the forms cache in Outlook 2010 and newer, follow these steps:

1. Go to **File** menu, **Options**.
2. Click **Advanced**.
3. Click **Custom Forms**.
4. Click **Manage Forms**.
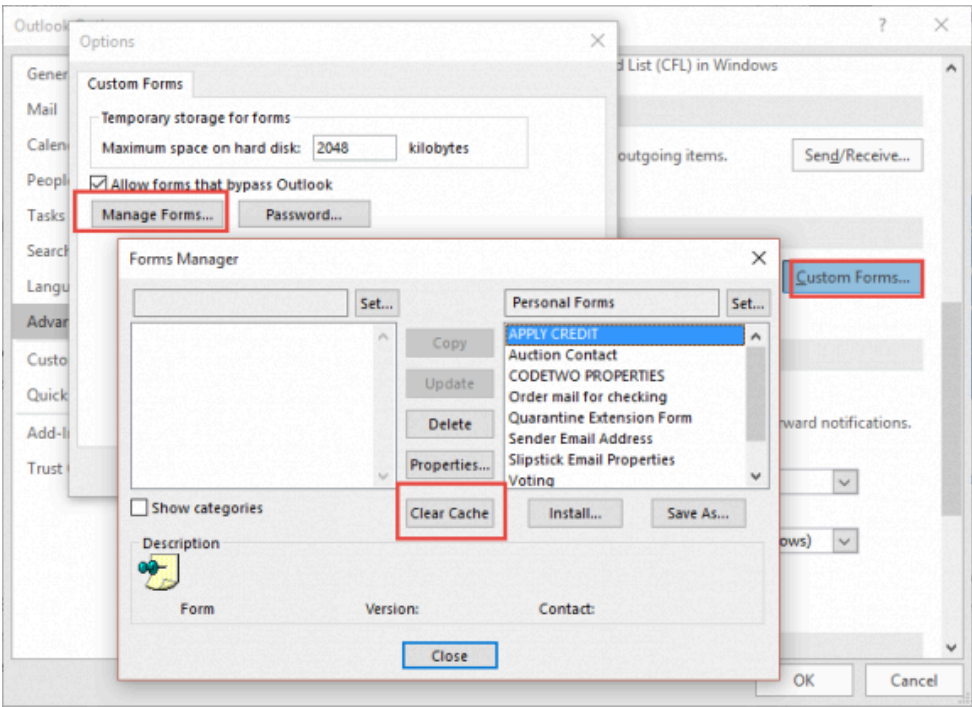
5. Click **Clear Cache**.
6. Restart Outlook.

To clear the forms cache in Outlook 2007 and older, follow these steps:

1. Go to **Tools** menu, **Options**.
2. Click the **Other** tab, and then **Advanced Options**.
3. Click **Custom Forms**.

2023 Microsoft ...

Issuer: Microsoft M...

PROVIDED BY Credly

Subscribe to our newsletter

name

email address (require

SUBSCRIBE

4. Click **Manage Forms**.

5. Click **Clear Cache**.
6. Restart Outlook.

If that doesn't work, delete the Forms Cache Files.

1. Close Outlook.
2. Locate the **Forms** folder. In Windows 7, 8 or Vista, its at
   `C:\Users\username\AppData\Local\Microsoft\FORMS`
3. Delete all the **frmcache.dat** file and folders that are in the **Forms** folder. You'll have one folder for each custom form you have installed. If you haven't created custom forms, you won't have any folders here.
4. Re-open Outlook.

When you restart Outlook, and use a form Outlook will automatically reinstall the form, recreating the forms cache and index.

WEEK MONTH ALL

Use Classic Outlook, not New Outlook

How to Remove the Primary Account from Outlook

This operation has been cancelled due to restrictions

Adjusting Outlook's Zoom Setting in Email

Remove a password from an Outlook *.pst File

Disable "Always ask before opening" Dialog

Outlook Auto Account Setup: Encrypted Connection not available

Reset the New Outlook Profile

Save Sent Items in Shared Mailbox Sent Items folder

How to Hide or Delete Outlook's Default Folders

Recent Bugs List

Microsoft keeps a running list of issues affecting recently released updates at Fixes or workarounds for recent issues in Outlook for Windows.

Outlook for Mac Recent issues: Fixes or workarounds for recent issues in Outlook for Mac

Outlook.com Recent issues: Fixes or workarounds for recent issues on Outlook.com

Office Update History

Update history for supported Office versions is at Update history for Office

Outlook Suggestions and Feedback

Outlook Feedback covers Outlook as an email client, including Outlook Android, iOS, Mac, and Windows clients, as well as the browser extension (PWA) and Outlook on the web.

Use Outlook.com Feedback for suggestions or feedback about Outlook.com accounts.

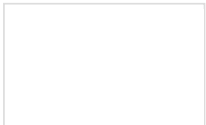Other Microsoft 365 applications and services

SEARCH

For a shortcut to the Forms folder, copy, then paste the following line in the address bar of Windows Explorer in Windows 7, 8, Vista:
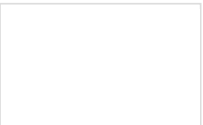
```
%localappdata%\Microsoft\Forms
```

or in Windows XP:

```
%USERPROFILE%\Local Settings\Application Data\Microsoft\Forms
```
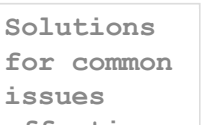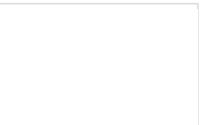
Related Posts:

The custom form cannot be	Publishing Custom Forms	FAQ: Problems creating	No Automatic Signatures on

About Diane Poremsky

A Microsoft Outlook Most Valuable Professional (MVP) since 1999, Diane is the author of several books, including Outlook 2013 Absolute Beginners Book. She also created video training CDs and online training classes for Microsoft Outlook. You can find her helping people online in Outlook Forums as well as in the Microsoft Answers and TechNet forums.

✉ **Subscribe** ▼

Join the discussion. (All comments are moderated.)   2500

B   I   U   S   ☰   ☰   ❞   </>   🔗   {}   [+]

7 COMMENTS   newest ▼

Comment search...

Neil (@guest_199136)
🕐 June 4, 2016 8:49 pm

Tried both methods, but neither one worked. After deleting the frmcache.dat file and folders that are in the Forms folder, and making sure they were deleted by refreshing the folder, which was completely empty, I restarted outlook, opened a form, and still got the same message.

👍 0 | 0 👎   ➥ Reply

> **Diane Poremsky** (@diane-poremsky)   `Author`
> 💬 Reply to Neil 🕐 June 6, 2016 1:27 pm
>
> What controls are on the form? I've seen some forms error due to controls (including the category control) - removing the control and republishing it allowed the form to open. Also, make sure that email security is set to allow scripts if you are in a folder outside of your own Exchange mailbox - this is in the trust center.
>
> 👍 0 | 0 👎   ➥ Reply

James Burge (@guest_198249)
🕐 April 27, 2016 7:48 am

WONDERFUL! This was the PERFECT resolution! Thank you!

👍 0 | 0 👎   ➥ Reply

Ileana Mendoza (@guest_196655)
🕐 February 22, 2016 1:12 pm

Thanks, it solved my issue. I can open the forms in both versions of Outlook, 2010 and 2007

👍 0 | 0 👎   ➥ Reply

Bryan (@guest_188110)
🕐 December 11, 2014 4:56 pm

The second method worked for me in Office 2010. Thanks!

👍 0 | 0 👎   ➥ Reply

Pushpraj (@guest_187704)
🕐 November 19, 2014 11:54 pm

Thanks! Worked for me.

👍 0 | 0 👎   ➥ Reply

Sam (@guest_179560)
🕐 September 26, 2013 4:35 pm

Spot on. This resolved an issue that was driving me crazy and I never would have figured out on my own. Thanks.

👍 1 | 0 👎   ➥ Reply

Mail Tools

Sending and Retrieval Tools
Mass Mail Tools
Compose Tools
Duplicate Remover Tools
Mail Tools for Outlook
Online Services

Calendar Tools

Schedule Management
Calendar Printing Tools

Calendar Reminder Tools

Calendar Dates & Data

Time and Billing Tools

Meeting Productivity Tools

Duplicate Remover Tools

Productivity

Productivity Tools

Automatic Message Processing Tools

Special Function Automatic Processing Tools

Housekeeping and Message Management

Task Tools

Project and Business Management Tools

Choosing the Folder to Save a Sent Message In

Run Rules on messages after reading

Help & Suggestions

Submit Outlook Feature Requests

Slipstick Support Services

Buy Microsoft 365 Office Software and Services

Visit Slipstick Forums.

What's New at Slipstick.com