

How to clean up Outlook's Forms Cache

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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**.

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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**.

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4. Click **Manage Forms**.

[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.

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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.

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`

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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.

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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

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