

# Outlook Basics & OST File Interview Q&A;

## 1. Microsoft Outlook Basics

Microsoft Outlook is a personal information manager from Microsoft, available as part of the Microsoft Office suite. It is primarily used as an email application but also includes calendar, task manager, contact manager, note-taking, journal, and web browsing features.

Key Features:

- Email sending/receiving
- Calendar scheduling
- Task and contact management
- Integration with Microsoft 365

## 2. OST Files

An OST (Offline Storage Table) file allows users to work offline and synchronize changes with the Exchange server when connected again. It is created when you use the Outlook 'Cached Exchange Mode' or connect to Outlook.com or IMAP accounts.

Common OST file locations:

- Windows 10/11: C:\Users\\AppData\Local\Microsoft\Outlook

## 3. Common OST File Issues

- OST file corruption due to sudden Outlook crash
- Large OST file size causing slow performance
- Synchronization issues between Outlook and Exchange
- Profile or mailbox mismatch errors

## 4. Scenario-Based Interview Questions & Answers

**Q1: Outlook is running slow. What steps will you take?**

A: Check OST file size, archive old emails, rebuild the OST by renaming it, disable unnecessary add-ins, and ensure updates are installed.

**Q2: You receive a 'Cannot start Microsoft Outlook' error.**

A: Start Outlook in safe mode (outlook.exe /safe), disable faulty add-ins, recreate Outlook profile, and if needed, rebuild the OST.

**Q3: OST file is corrupted. How do you repair it?**

A: Close Outlook, use the ScanOST/ScanPST tool, or delete/rename OST to force regeneration from the server.

***Q4: Emails are not syncing in Outlook.***

A: Verify network connectivity, check send/receive settings, ensure mailbox is not full, and review sync settings or rebuild the OST.

***Q5: How to migrate Outlook profile to another PC?***

A: Export PST from old profile, configure new Outlook profile on the new PC, and import PST. OST files are not portable as they are tied to the profile and server.