

# Error 0x8000ffff adding a data file in the Mail applet in Outlook 2016

Applies to: *Outlook 2016*

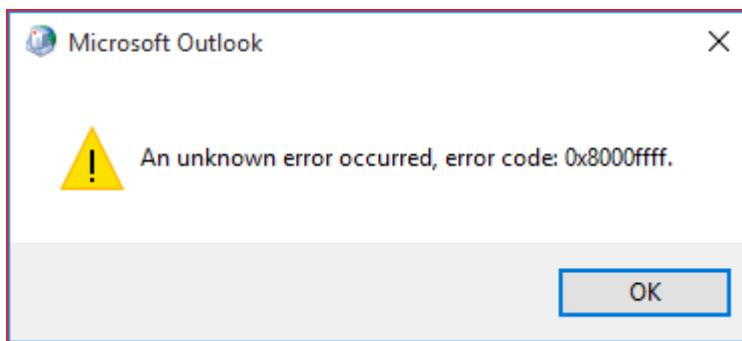
---

## Symptoms

---

You run Microsoft Outlook 2016, and when you open **Mail** in **Control Panel** and then click **Add** on the **Data File** tab, you may receive this error message:

An unknown error occurred, error code: 0x8000ffff



## Workaround

---

To work around this issue, add the data file in **Account Settings** in Outlook 2016 by following these steps.

1. Open Outlook 2016.
2. On the **File** tab click **Account Settings**, and then click **Account Settings**.
3. On the **Data Files** tab, click **Add**.
4. Add the data file as needed, and then click **OK**.
5. Click **Close** on the **Account Settings** window.

## Status

---

Microsoft is researching this problem and will post more information in this article when the information becomes available.