

# GSD. Outlook - How to Clear Microsoft Outlook Cache

**Article ID:** KB0039551

**Created:** 2024-12-19 14:03:15

**Updated:** 2024-12-19 14:03:15

**Author:** {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnaddev.service-now.com/api/now/table/kb\_category/56f11880c38a1a100acd330015013196',

'value': '56f11880c38a1a100acd330015013196'}

General Information:

Possible symptoms/errors:

User want to know how to Clear Microsoft Outlook Cache

Alternative names of the system:

Outlook 2016

IMPORTANT NOTICE:

N/A

Solution:

Microsoft Outlook, just like other applications, creates and saves cache files on user computer. User can clear Outlook cache when there are issues with the applications such as slowdown in performance which can be caused by a lot of cache files created over a period of time.

This article shows a guide on how user can clear Outlook cache.

Note: Clearing cache in Outlook will not delete emails or other information in the application. Outlook automatically makes new cache files when you open it.Details:

1. Ask user to close Outlook from Task Manager. User should do following:

Right-click on the taskbar then select Task Manager.Select Microsoft Outlook then click End Task.

2. Ask user to press Windows key + R on your keyboard to open Run dialog box.3. Advise user that in the Run dialog box, enter %localappdata%\Microsoft\Outlook then click OK.4. It will open a folder containing user Outlook profile and cache files. Ask user to double click on RoamCache folder. This folder contains the Outlook cache files.Note: While clearing Outlook cache files does not usually cause issues, it is a good idea to back them up to another folder before removing them so you can restore the files if something goes wrong.5. Advise user to select all files then delete them.6. Inform user to open Outlook and check the issue.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A