

GSD. Outlook is not receiving emails

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General Information:

Possible symptoms/errors:

User is not receiving emails in Outlook.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

There are several reasons why user may not be receiving new emails in Outlook. Few possible causes are the following:

No internet connection.Messages go to the Junk Email folder.A corrupt email profile.A bad email rule.Outlook is set to work offline.

This article shows a guide on how to troubleshoot when Outlook is not receiving emails.

Details:

1. Advise user to restart Outlook.

2. Check user's internet connection.

Ask user to check if Outlook status is Disconnected, or Trying to connect.Ask user to check if Outlook is set to work offline.

To change Outlook to work online, user needs to select Send / Receive > Work Offline.

3. Advise user to check if issue is the same in Outlook Web Access.

Ask user to go to Office Online Portal and select Outlook icon.Check if emails are received in user's Outlook Web Access.

If there are no issue receiving emails in OWA, it may be a problem with the Outlook application. Proceed with the next steps.If the user is not able to receive the emails in OWA, get the following information/ details of some sample emails from the user and escalate ticket to Ext_WW_Collaboration_SLS_Capgemini.

Sender e-mail addressRecipient e-mail addressDate and time when the email was sentSubject line

4. Advise user to check Junk Email folder.

If users do not see new emails in the Inbox folder, those messages may be going to the Junk Email folder.

5. Check the email rules. User may have created a rule which makes the emails routed away from the Inbox, forwarded to another emails account or deleted.

Advise user to click the Home tab. Then, to select Rules and click Manage Rules & Alerts. In the Rules and Alerts dialog box, user needs to check the created Outlook rules.

6. Create a new Outlook profile.

If issue still persists, advise user to recreate Outlook profile. Refer to KB0015902 GSD. Outlook - Create a Profile in Outlook 2016 - Outlook.

7. Clear Outlook cache.

Refer to KB0015966 GSD. Outlook - How to Clear Microsoft Outlook Cache.

Assignment Group:

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

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A