Fix: Outlook Stuck on Loading Profile '2010, 2013 and 2016'

By Kevin Arrows ✉   •   October 17, 2019   💬 0   🔖 5 minutes read

RECOMMENDED: **Click here to fix errors and optimize system performance**

Some Windows 10 users have been complaining of an Outlook issue that prevents it from opening properly. This issue is common with all Outlook versions from 2007 to Outlook 365.

The's a common pattern for this issue – the user installs Outlook, sets it up and the program loads without problems. Then, Outlook is closed but hangs indefinitely at the loading screen while displaying "**Loading Profile**". The message remains until forcibly closed.

If you're currently dealing with this issue, we can help. Below helped Windows 10 users jumpstart Outlook again. But before we get to the fixes, here's a list of the most

common culprits:

- *Corrupted Outlook Profile*

- *Glitched navigation panel*

- *Bad PST / OST file*

- *Outlook is starting in compatibility mode*

- *Outlook does not start with administrator privileges*

- *Glitched add-in*

Now that you know the problem-causers, follow the methods below in order until you find a fix that works.

Note: Before you go through the methods, make sure this isn't a result of a bad installation. Uninstall your Office suite and run Outlook again. If that didn't solve your problem, move to the fixes below.

Method 1: Running Outlook as Ad

This might seem like a cheap fix, but it enabled a lot of users
fix is confirmed to work on Windows 10, it can't hurt to try it
click on the **Outlook.exe** executable and click on **Run as Adr**

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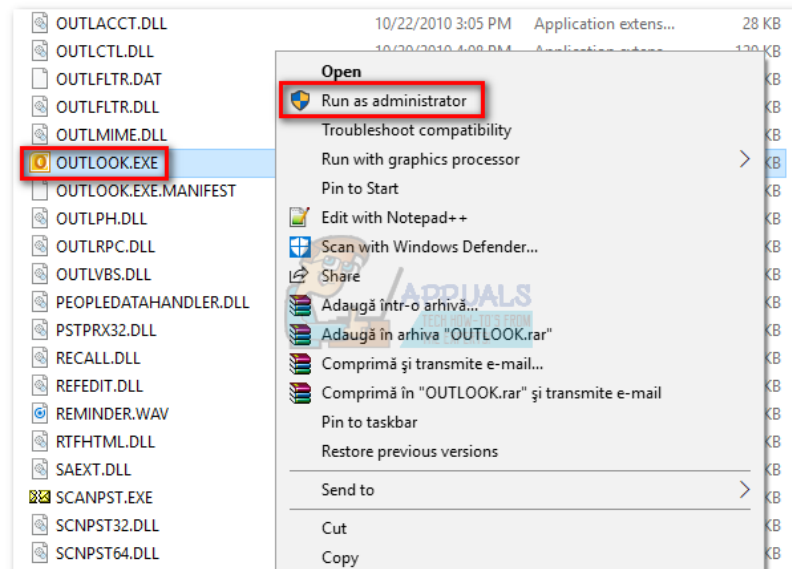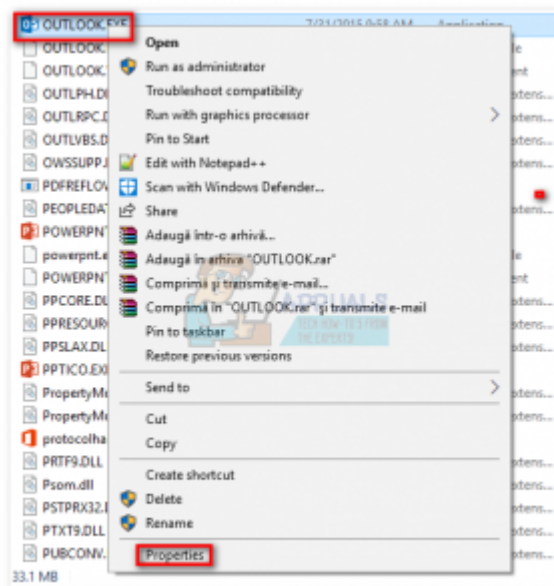**Fix: Outlook Stuck on Loading Profile '2010, 2013 and 2016'**

If the issue is with your Computer or a Laptop you should try using Reimage Plus which can scan the repositories and replace corrupt and missing files. This works in most cases, where the issue is originated due to a system corruption. You can download Reimage by clicking the Download button below.

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Note: Keep in mind that right-clicking on the Outlook icon might not show you the option to run as administrator. If that's the case, navigate to **C:\ Program Files \ Microsoft Office \ Office 14\15\16 (depending on your Outlook version)** and right-click on the executable there.

Method 2: Disabling Outlook's Co⟋

It's quite mysterious how Windows 10 decides to launch Out
Some users have reported that their issue was solved once tl
mode. Here's a quick guide on how to check if Outlook is op
disable it:

1. Navigate to where you installed Outlook, right-click on **Outlook.exe** and select **Properties**.

Note: The default install location is: **C:\ Program Files \Microsoft Office / Office 14\15\16 (depending on your Outlook version)**
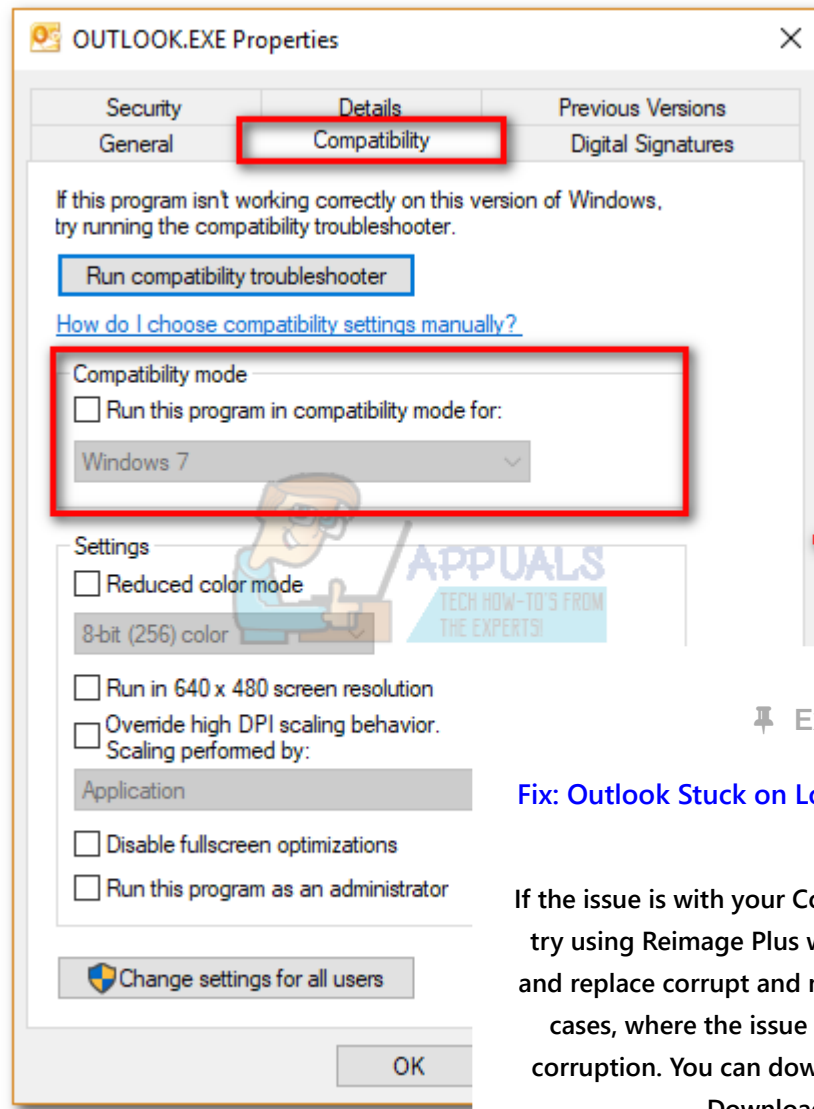
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2. Select the **Compatibility** tab and untick the box next to **Run this program in compatibility mode for.**
   Click **Apply** to confirm your selection.

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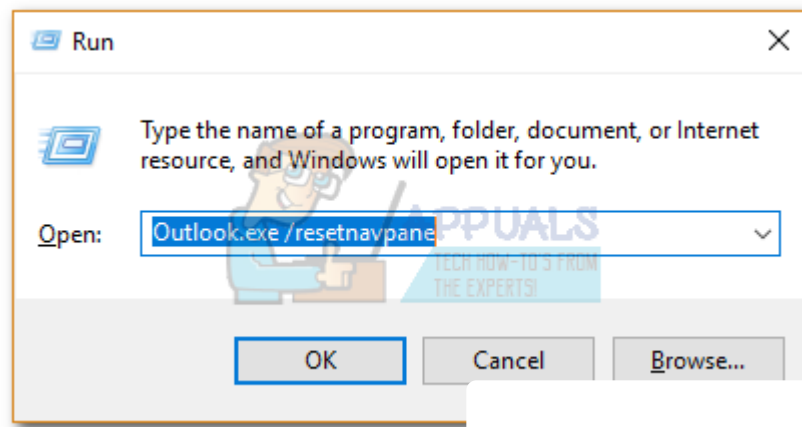**Fix: Outlook Stuck on Loading Profile '2010, 2013 and 2016'**

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3. Open Outlook from the same executable and see if it g

Method 3: Resetting the Navigatic

In Outlook, the navigation panel can be found on the left-side of the screen. It allows easy access to emails, calendars, tasks, and contacts. The trouble is, it can easily glitch out and prevent Outlook from starting properly. Luckily, there's an easy fix that will reset the navigation panel to its default, non-glitched state. Here's how to do it:

1. Close Outlook completely.

2. Press **Windows key + R** and type "**Outlook.exe / resetnavpane**" and hit **Enter**.

3. Outlook will revert to the default state of its navigation

Method 4: Opening Outlook in Air

This is a temporary fix, but it has worked for a lot of users. As connection during the initial Outlook startup has helped a lo Now, there are several ways of disabling the network interfac since it's easier. Here's what you need to do:

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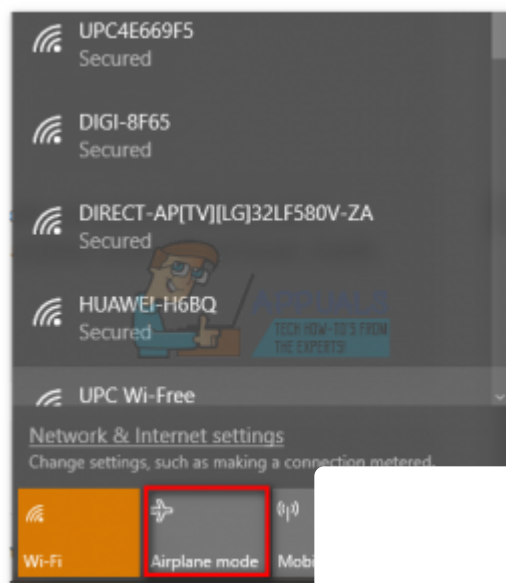
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1. Close Outlook and all associated dialog boxes.

2. Click on the **Network icon** (bottom-right section of the screen).

3. Click the **Airplane mode** button to activate it.

4. Open Outlook and wait until it gets past the **Loading P**
   and disable **Airplane mode.** After a couple of seconds,
   contacts, and calendars.

Method 5: Starting Outlook in Saf
add-ins

Add-ins are great at enhancing Outlook's already great funct
to glitch out and prevent Outlook from starting again. When
are prevented from loading up. This enables us to deduct if t
faulty add-in.

⊼ Expert Tip

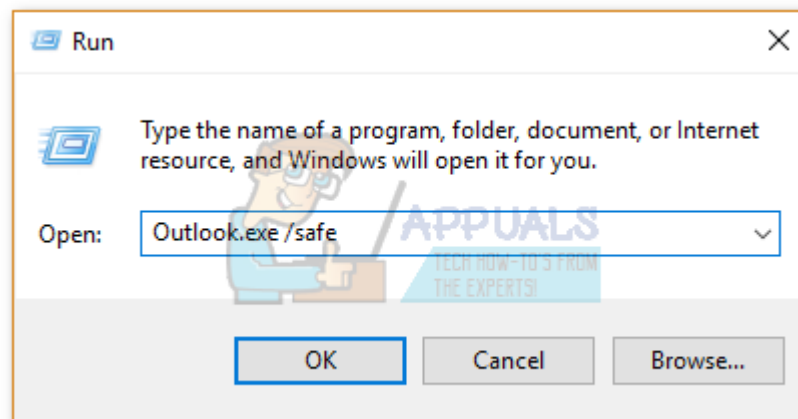**Fix: Outlook Stuck on Loading Profile '2010, 2013 and 2016'**

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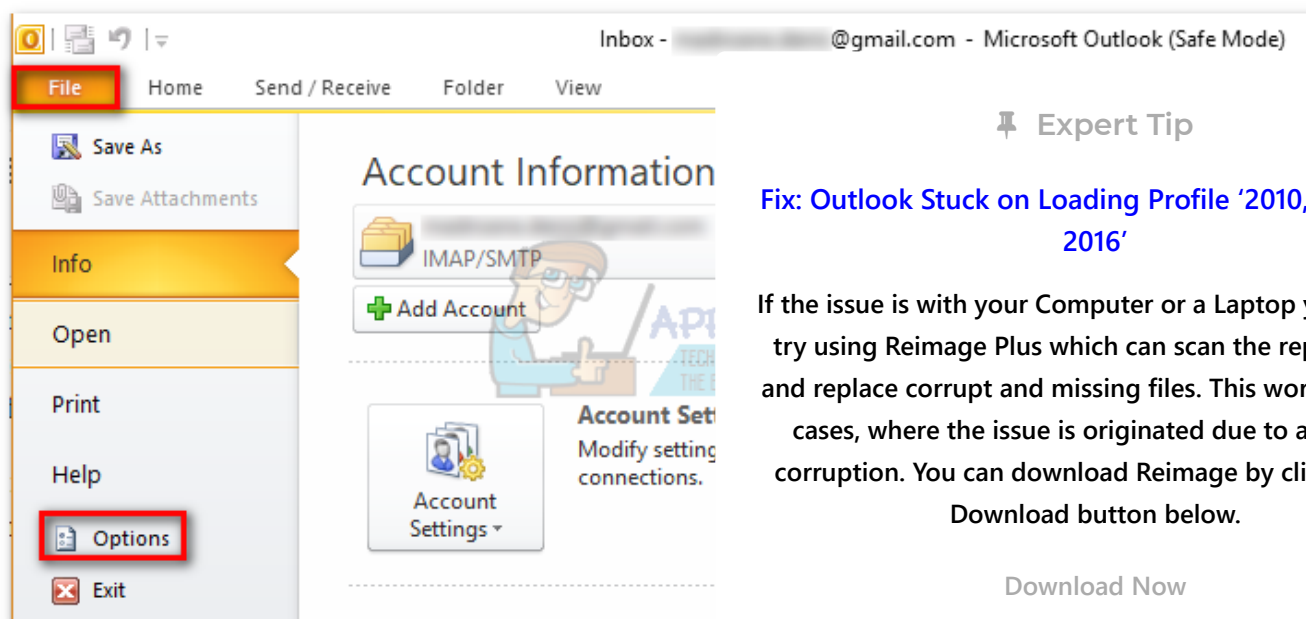
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The steps below will walk you through starting Outlook in Safe Mode. If the launch is successful we'll deactivate every add-in and restart in normal mode. Here's how:

PRO TIP: **If the issue is with your computer or a laptop/notebook you should try using Reimage Plus which can scan the repositories and replace corrupt and missing files. This works in most cases, where the issue is originated due to a system corruption. You can download Reimage by** **Clicking Here**

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1. Make sure Outlook is completely closed.

2. Press **Windows key + R** and type **"Outlook.exe /safe"**. Hit **Enter** to launch Outlook in Safe Mode.

3. You might be asked to confirm your Outlook profile. Do so to proceed further.

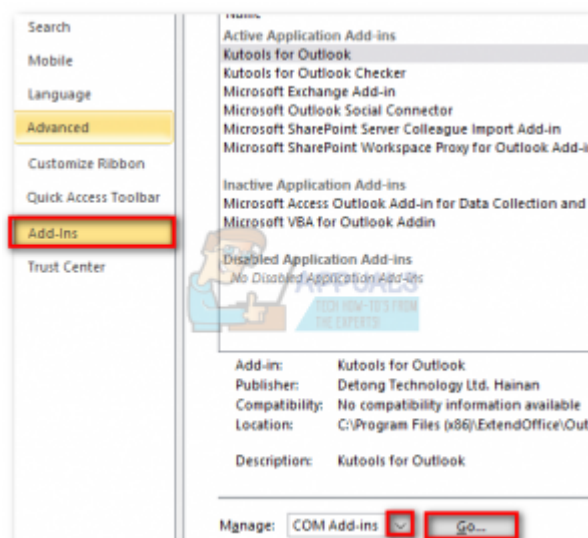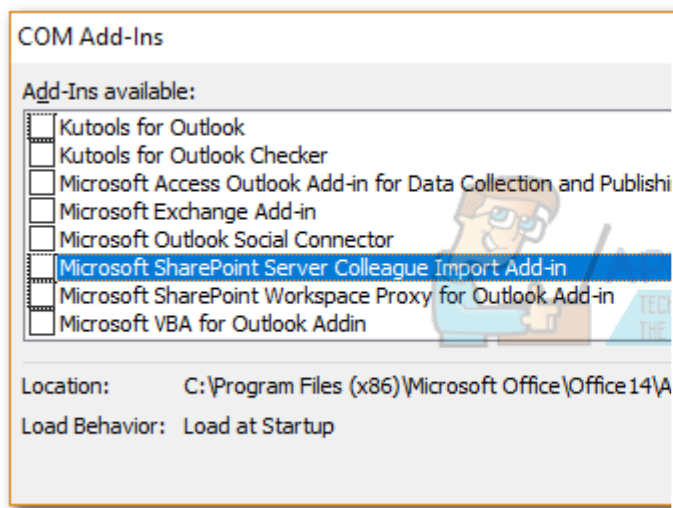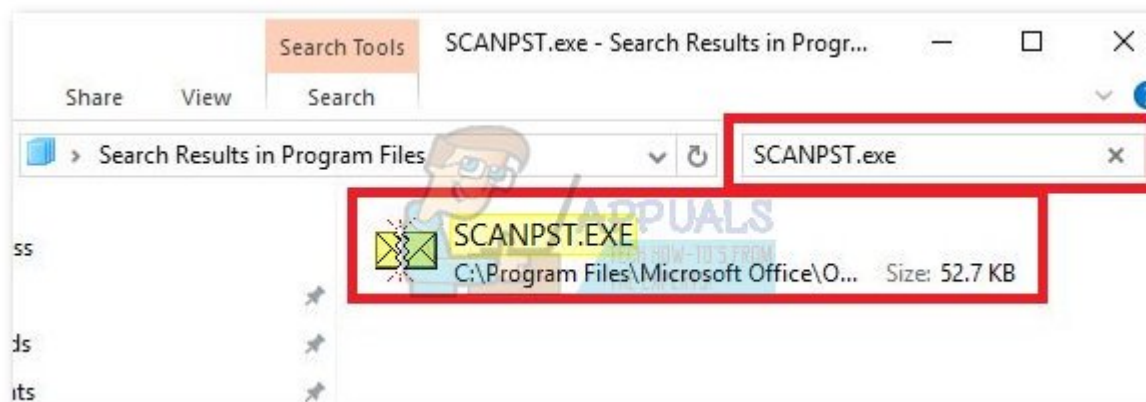4. Select the **File** tab and click on **Options**.

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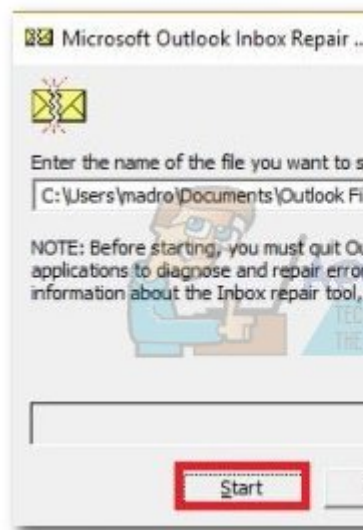
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5. Click the Add-ins tab, expand the drop-down menu next to Manage and select **COM Add-ins**. Click on **GO**.

6. Un-tick the box next to each add-in to disable it. Hit **Ok** and close Outlook.

7. Restart Outlook normally and see if it gets past the initi... **Add-ins** and systematically re-enable the add-ins one b... the issue.

Method 6: Repairing the Outlook data file

Another solution that proved to be effective is to use the **Inbox Repair Tool** (**SCANPST.exe**) to perform a general repair on your **Personal Folders Profile**. Here's what you need to do:

1. Close Outlook completely.

2. Navigate to **C:\ Program Files** and search for **SCANPST.exe** in the search box located in the top-right corner of **File Explorer**.

3. Double-click on **ScanPST.exe** and click **Browse** to set the path of your PST file. The default location is in **Documents \ Outlook Files**. After the PST is loaded, click **Start**.
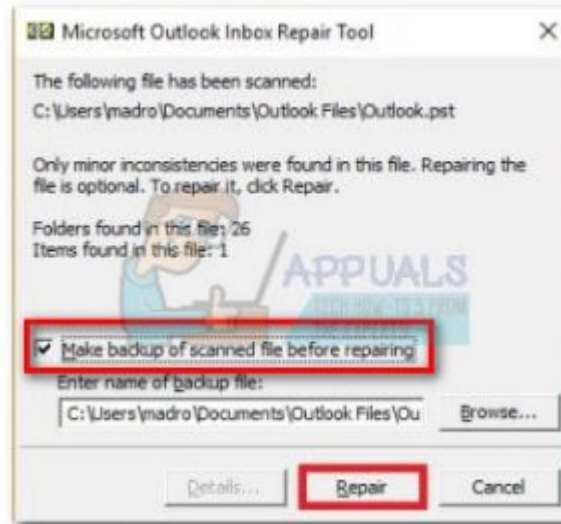

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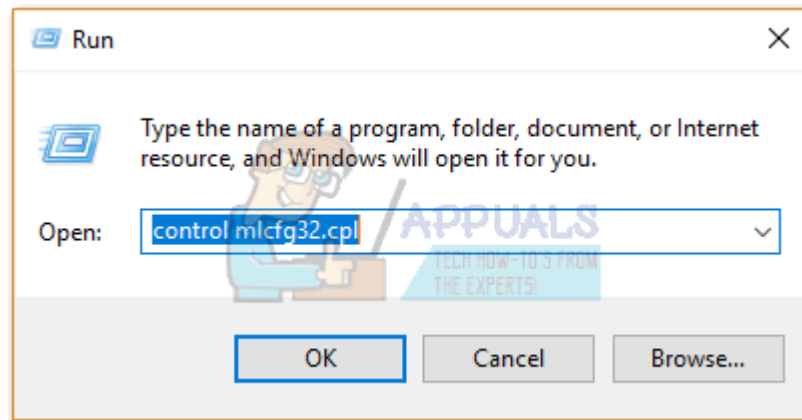**Fix: Outlook Stuck on Loading Profile '2010, 2013 and 2016'**

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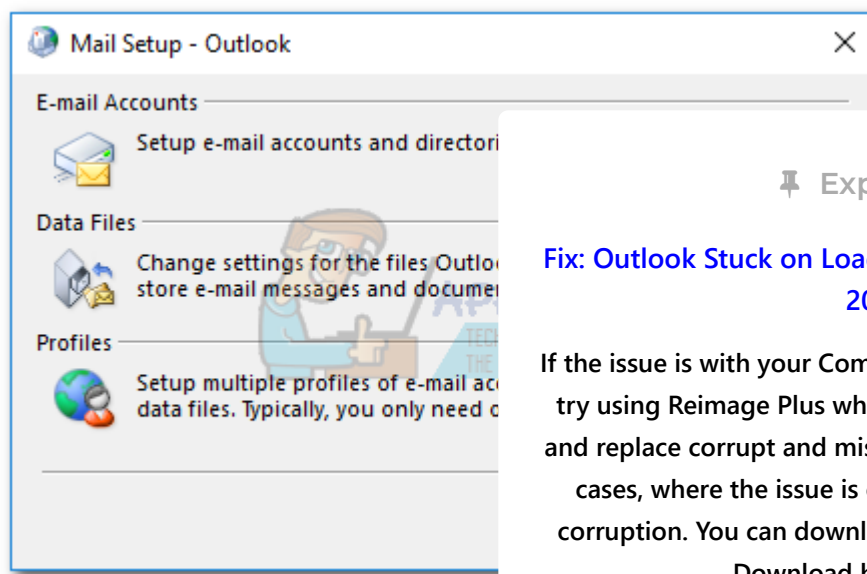
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4. After the process is complete, you'll be shown a dialog with the number of inconsistencies found.

Tick the box next to **"Make backup of scanned file before repairing"** and click **Repair.**

5. After the repair is complete, open Outlook again and see if it manages to get past the initial loading screen.

Method 7: Creating a new Outlool

Before we can completely eliminate a corrupted profile from
see if Outlook manages to boot up. Here's what you need to

1. Close Outlook.

2. Press **Windows key + R** , type "**control mlcfg32.cpl**" and press **Enter.**

3. Click on **Show Profiles**.

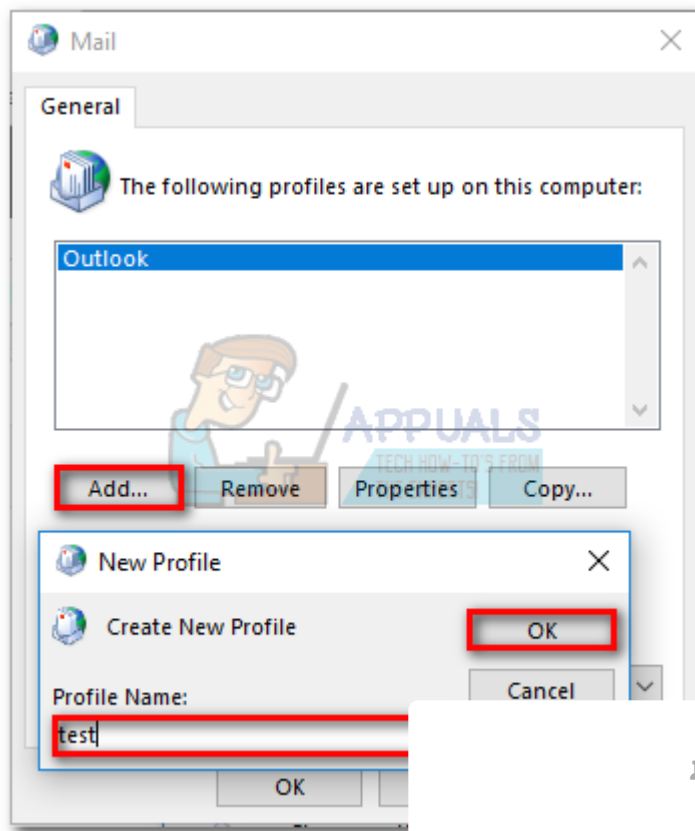4. Click the **Add** button to create a new profile and insert a name for it.

5. Use auto **Email Account** setup to insert your email credentials and configure your account.

6. Once you configure your new profile, return to the initial Mail window and make it the default choice. You can do this by clicking on **Always use this profile** and select your new profile from the list. Hit **Apply** to save your preferences.

7. Start Outlook and see if the issue has been eliminated.

Method 8: Uninstalling NET Frame

A lot of users have reported that uninstalling the two latest u
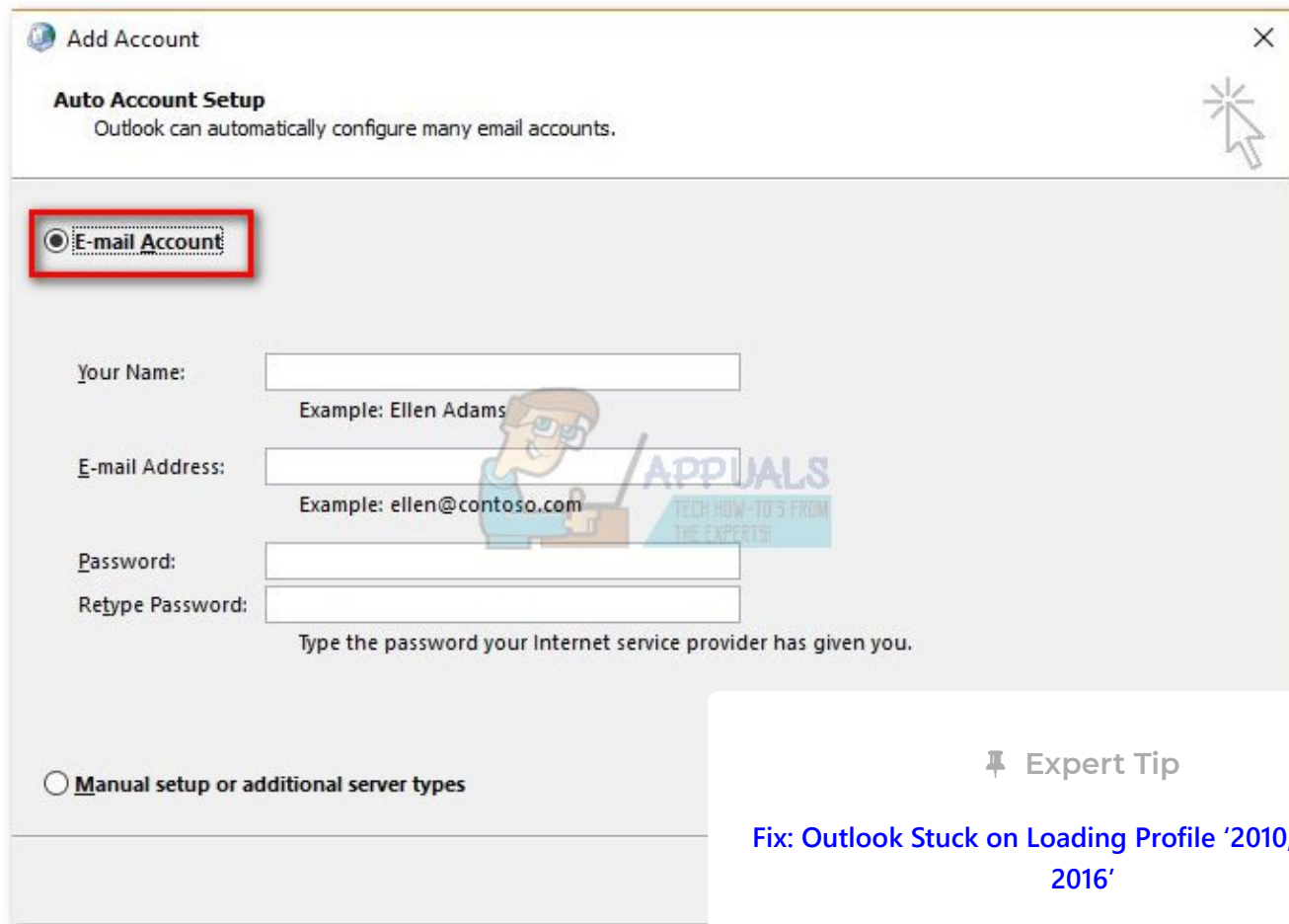Outlook start normally again. Here's how:

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1. Press **Windows key + R** and type "**appwiz.cpl**" and press **Enter**.

2. Scroll down to Microsoft .NET Framework and uninstall the updates 4.5.2.

Method 9: Closing Background A...

In some cases, certain background applications might be usi
by Outlook due to which the error might be triggered. There
background apps. For that:

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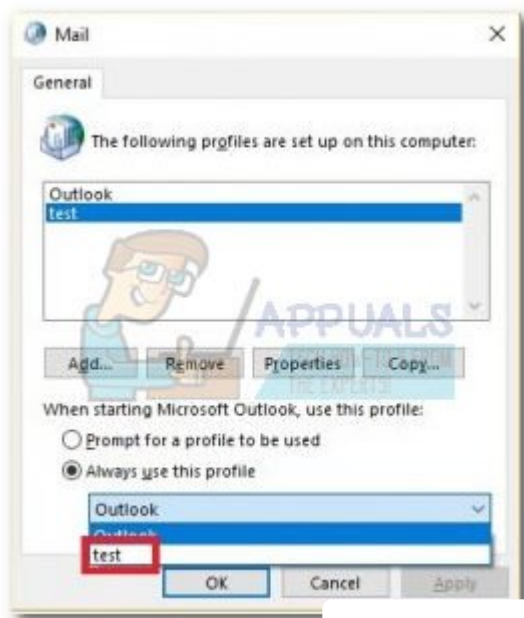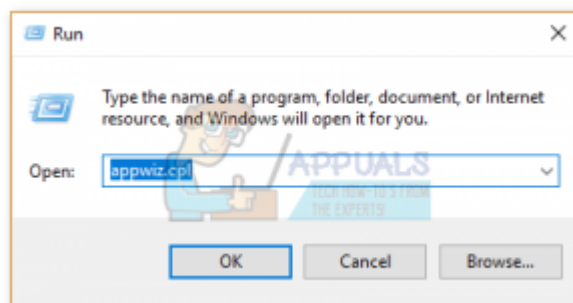**Fix: Outlook Stuck on Loading Profile '2010, 2013 and 2016'**

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1. **Navigate** to the following address

```
C:\Users\(username)\AppData\Local\Microsoft\Outlook
```

2. Try to **rename** the file located inside this folder.

3. If the file is renamed successfully, **don't proceed** with the steps.

4. But for some users, it might throw an error while trying to rename it, this error might indicate that the file is in use by a different application.

5. **Close** that application entirely and also open up the **task manager** and verify that there isn't any instance running in the background.

6. When the application has been **closed, check** to see if the issue persists.

TIP: If none of the Methods have resolved the issue for you, we recommend using Reimage Repair Tool which can scan the repc files. This works in most cases, where the corruption. Reimage will also optimize your s can download Reimage

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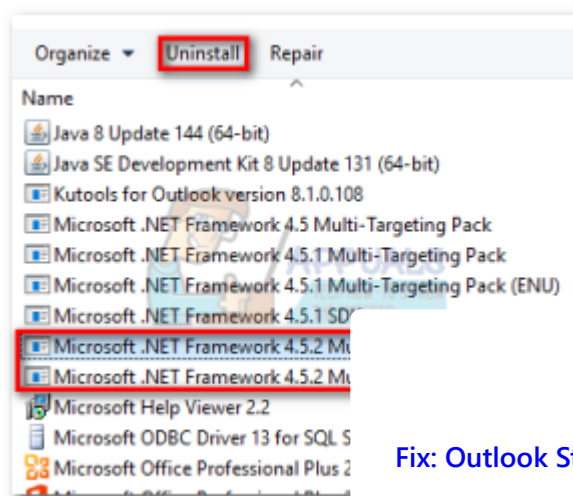
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PT • 2 months ago

These are all pretty helpful but none worked for me
thought I would share another solution. The profile
located at C:\Users\<user>\AppData\Local\Microso
this file. So go ahead and try to rename this file. If
Outlook to open. I was getting an error saying this
So I closed Skype. Same error. Opened Task Man
Skype for Business. End all of those tasks, and voi

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Qwop ➔ PT • 2 months ago

This ! Finally !! thank you !!!

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Arnaud ➔ PT • 2 months ago

Thanks for your post !!!!!! This worked for m

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Shane Warren Technican ➜ PT • 2 months ago

Thank you for sharing your solution, it will be shortly added to the article.

˄ | ˅ • Reply • Share ›

Koketso Resane ➜ Shane Warren • 2 months ago

This also worked for me.
PowerPoint had an open process (but no open window) in the background, which was preventing Outlook from modifying the file. A simple End Task of the process fixed this for me.

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AO • a month ago

I had the same or similar issue but actually found that just opening the app settings in Windows and clicking repair under reset worked for me.

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Alex Smith • 4 months ago

Started at one, but got my resolution at #5. Great article

Thanks!

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