

# FIX “The Set of Folders Cannot Be Opened” in Outlook

KB0010808 - Latest Version

60 views

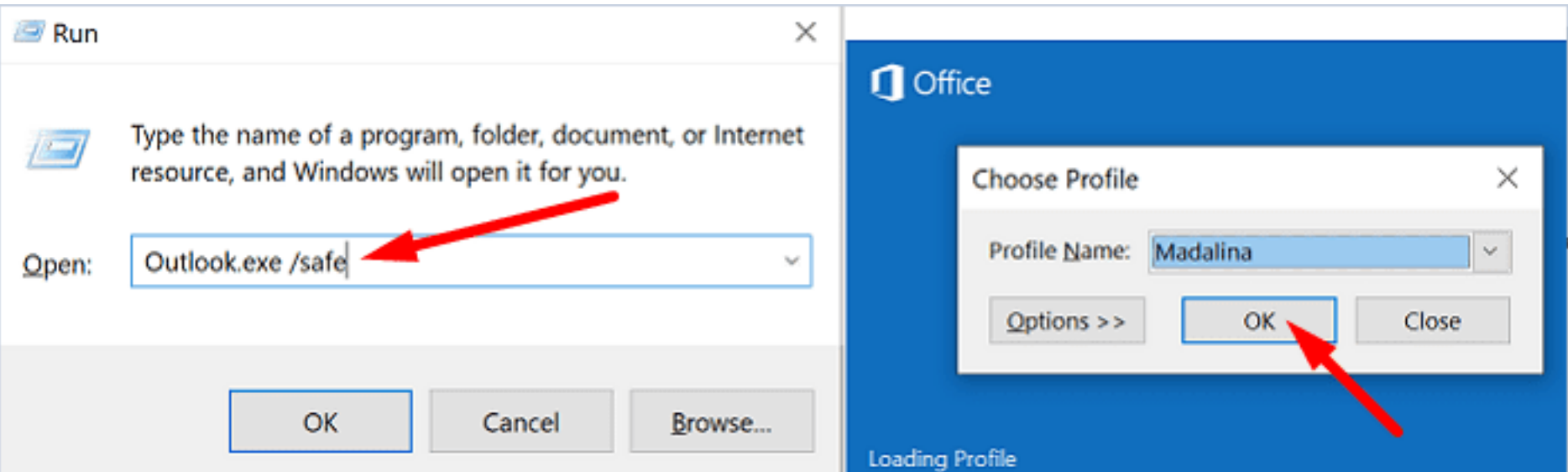
“**Cannot start Microsoft Outlook. The set of folders cannot be opened. The operation failed**”. Unfortunately, way too many users are familiar with this error. It usually pops up out of nowhere when you launch Outlook. In this guide, we'll list a series of simple and easy-to-follow solutions to help you troubleshoot the problem.

How to Fix “The Set of Folders Cannot Be Opened” Error in Outlook

⇒ **Important Note:** [Back up your Outlook data](#) before pursuing the solutions below.

## Launch Outlook in Safe Mode

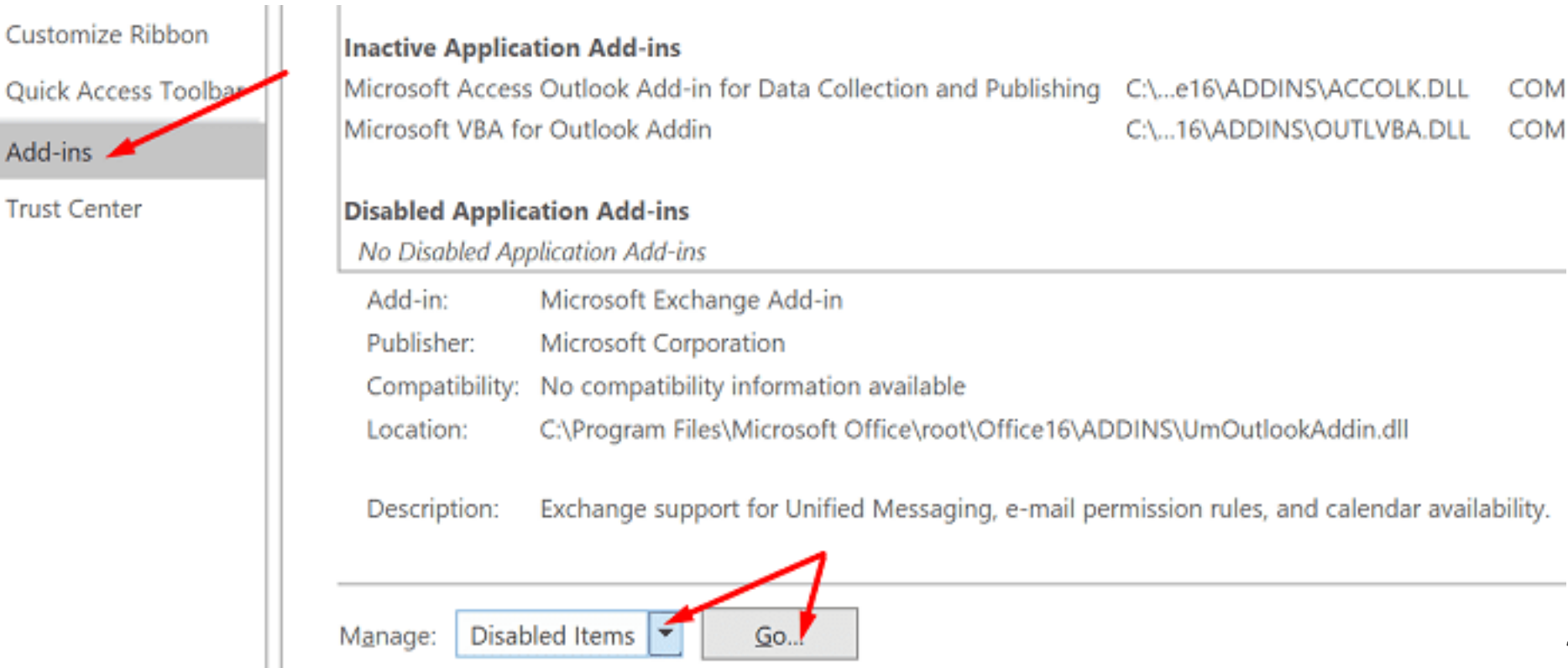
Press the Windows and R keys to launch a new **Run window**. Then type **Outlook.exe /safe**, and hit OK.



If the issue is gone in Safe Mode, most likely, your add-ins are to blame. Go to the next step and disable your add-ins.

## Disable Your Add-Ins

- Launch Outlook and go to **File**.
- Select **Options**, and click on **Add-ins**.
- Click on **Manage** and hit the **Go** button.



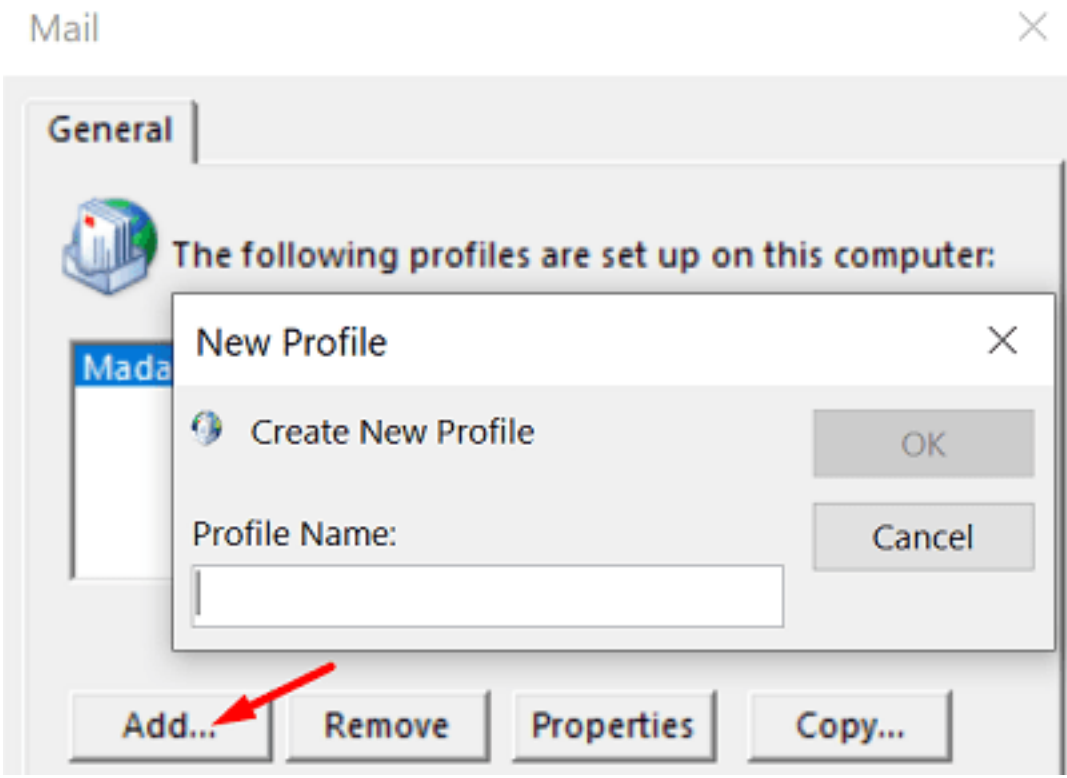
Select the add-ins you want to disable and save

the changes.

## Recreate Your Email Profile

Some users were able to fix this error by recreating their email profiles.

- Type *regedit* in the Windows Search bar and launch the Registry Editor.
- Then, navigate to **Computer\HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\Profiles**
- Go ahead and delete all the folders listed under **Profiles**.
  - **Note:** Depending on your Office version, you may need to navigate to Computer\HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Office\15.
- Relaunch Outlook and recreate your email profile.
- Go to **File**, select **Account Settings**, and click on **Manage Profiles**.
- Then go to **Show Profiles** and hit the **Add** button.
- Enter all the necessary details in the Profile Name box and save the changes.



**Alternatively, if you’re not comfortable using the Registry Editor, you can only follow the steps from to create a new profile.**

**If you can’t create a new profile using Outlook, go to Control Panel → Mail → Show Profiles → Add.**