

## What to do if Outlook freezes

1. Close Outlook
2. Open Windows Explorer and go to the users roaming folder. For Example  
c:\%appdata%\RMail\RMailOffice
3. Double click on RMailOffice.settings
4. Open using WordPad but untick the option to 'Always use the selected program to open this kind of file'
5. In the opened file click on Find (CTRL + F)
6. Enter in the Find what sentitems and click find next.
7. It will find the only sentitems in the file and highlights it.
8. Close the Find dialog box
9. The highlighted word change Boolean from True to False. For example:  
<setting name="FeatureEnableSentItems" type="Boolean">False</setting>
10. Save and Close the file.
11. Open Outlook and see if it continues to freeze. If it does follow the steps 1 to 10 above again but the word you are looking for instead is Inbox
12. Again open Outlook and see if it continues to freeze. If it does freeze again follow the steps 1 to 10 above again but the word you are looking for instead is simplemapi