

March 12, 2009  
LEVEL: Intermediate

## Stuck E-mail Message in Outlook Outbox

(For Outlook 2003, 2007 and 2010)

How to clear a stuck e-mail in Outlook Outbox. (Works with Outlook 2003, 2010 and 2013.)  
Some of the reasons for an e-mail message to get stuck in the Outlook Outbox are: corrupted e-mail (usually caused by pasting text from some other file), bad or too big attachments, etc. When a message is stuck in the Outbox it can stop all other outgoing messages from being delivered too. Below you'll find five methods to clear the stuck message out of the Outbox. Solutions are in the order of difficulty (from easy to more involved).

### Method 1

Open the message from the Outbox and close it again. Now select the message and press DELETE.

### Method 2

Put Outlook in offline mode. To do this go to *File > Work Offline*. Restart Outlook and see if you can delete it (you can try this in combination with method 1). Don't forget to put Outlook back On-line when you are done.

### Method 3

Run Microsoft Inbox Repair tool (*scanpst.exe*) to repair the Personal Folder file (*.pst*).  
The *scanpst.exe* tool is installed automatically with Office and can be found in: `C:\Program Files\Microsoft Office\[OfficeXX]\ folder`.

NOTE: "OfficeXX" would be *Office14* for Office 2010 or *Office15* for Office 2013. "Microsoft Office" folder can also have a version number or year attached at the end.

Microsoft instructions can be found here: <http://support.microsoft.com/kb/272227>

### Method 4 (You need to know what you are doing here and you are doing this at your own risk.)

Create a new *.pst* file: in Outlook 2010, on the Home ribbon *New Items > More Items > Outlook Data File*. Set new *.pst* file as the default delivery location in *File ribbon > Options > Account settings > Data Files*. Restart Outlook and the original *.pst* file will show as the second Personal Folder. Copy all messages and other content (except for the stuck e-mail) from old to new Personal Folder and delete the old Personal Folder; or just delete the whole Outbox folder in the old Personal Folder. Set the original *.pst* file as the default delivery location again and restart Outlook. The Outbox folder will be recreated automatically. Now you can delete the new Personal Folder.

### Method 5

Use the Microsoft [MDBVU32.EXE](#) tool to forcefully clear the Outbox.

The instructions for this method can be found here:

<http://www.howto-outlook.com/howto/deletereadreceipt.htm>,

just change the step 3 ("MDB > Open Root Folder") to "MDB > Open IPM Outbox".

How to clear a stuck message from Outlook Outbox.