

# Case Study



“Kernel Data Recovery Resolved Outlook Freezing Issues That restricted Client to Send Email Messages.

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# Background

The client was unable to open the mailbox items, and every attempt made by client resulted consistent display of message *“Outlook not responding”* error message.

## Subject

The client was working on Microsoft Outlook version 2010 and whenever the client tried to send an email message, error message: **“Outlook not responding”** consistently appeared on the system’s screen. In this scenario, sometimes the Outlook got hanged, whenever the client attempts to send an email or try to access a file.

## Cause

When the client approached **Kernel Data Recovery Company**, it was analyzed that this error message: “Outlook not responding” would have appeared because of the following major reasons:

- ✔ Either MS Outlook is being used by different process or it is not installed with the latest updates.
- ✔ Installation of outdated antivirus could also be a reason for this error message.
- ✔ Sometimes, the oversizing of mailboxes can throw this error.

If all the above reasons are not responsible, then there is a high possibility of the corruption of Outlook PST files.

## Solution

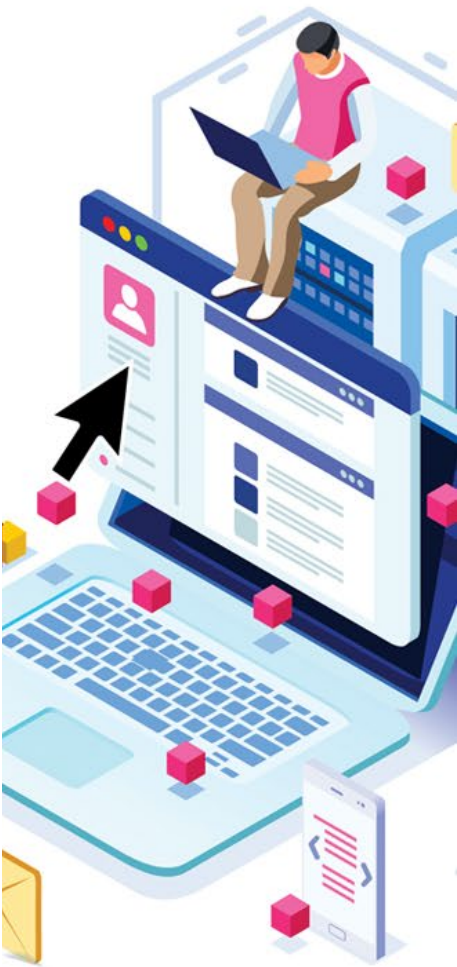
*When the client approached Kernel Data Recovery company, it was analyzed that this error message: "Outlook not responding" would have appeared because of the following major reasons:*

In order to ensure that Outlook is not used by another program, the team experts recommended the client to check and ensure Outlook AutoArchive feature is not enabled or is not connected with a mobile device, because doing so will ultimately result in decreasing the overall performance. Another way of identifying that Outlook is in use with other program is when MS Outlook refuse to respond while the other dedicated task is being finished. Also, it displays the information in the status bar.

Upon verifying all the possible reasons, it was confirmed that Outlook PST files has gone corrupt, which was the actual reason behind the freezing and crashing of Outlook.

Kernel Data Recovery team, then recommended the client to try using **Kernel for Outlook PST Repair** software to resolve this issue. Upon repairing the PST files from trial version, the client was immediately convinced by the magnificent potential of the tool. The client was able to recover complete mailbox information back to the normal form in the new PST files. The other available saving options, (like Office 365 platform, email servers and web-based email apps) have also impressed the client to perform smooth and swift data migration for the near future use.

In a short span of time, the client has overcome this troubling error message "Outlook not responding" and safely restored the data of complete Outlook mailbox with absolute data integrity.





## Outcome

The Kernel for Outlook PST Repair software single-handedly resolved the entire issue and restored all email items. *The software retrieved the tasks, emails, journals, sent items, notes, appointments, calendars, etc.* from the respective PST file. After the recovery, the client appreciated team for referring a friendly GUI tool, which was simple and hassle-free to operate. The client was fully-satisfied by the performance and results produced by the tool.

At the end, the outcome received was extremely applauded because if the client had opted any manual method to resolve this issue, the respective results would not have been so accurate and effortless.

 <https://www.nucleustechnologies.com/outlook-pst-repair.html>