

Re: Outlook 2007 woes – getting stuck at "updating cached messages

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I battle this all the time. Still looking for a permanent fix. It will be fine for a few days, and then "updating cache 250/xxx" issue crops up through repeated process kills. Outlook 2007 with IMA P is one of the most horrid pieces of software I've had to endure—totally unreliable, in that I can never count on it to be working at the time I need it. Who knows how many interrupted messages in progress, tasks, etc. have been lost or forgotten because I have to change my focus to troubleshooting and restarting OL2007. Between that and the access to the local .pst for the IMAP account being shut off because something has changed it, I would say it is working about 60% of the time since installing it in December 08.

Good thing I have iphone and web access to this email account.

"SEDM" wrote:

I spent 1.5 hrs on this today, here's where I am:

Symptom 1 using email feels sluggish: I can type an entire sentence ahead of what appears on the screen, opening new messages is slow to respond, little hangs.

Symptom2 my outlook try icon is frequently flickering with send/receive.

Symptom3 – it seems to often be saying it's Updating Cached Headers.

Symptom 4 – Tools, Send/Receive, Send/Receive Settings... Show Progress if your progress dialog just flashes, exit outlook and do this again immediately when you restart. click the pushpin in the lower right of the dialog. I can watch it go into an infinite loop of send/recieve, it just keeps sending and sending and sending.

I had to click the cancel all button like crazy to make it stop, and then no setting change – removing my groups from all accounts, noting that automatic send/receive is set to every 30 minutes, disabling automatic send and receive – would prevent it from re-sending to all my accounts (and then spinning in this loop indefinitely) every minute. that is a separate bug.

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FIX – I deleted and re-established my IMAP account, which is gmail. now it's fine, it sends to all my accounts every minute no matter what my settings are, but it just does one pass and then stops. no more infinite looping.

REAL FIX? in the process of deleting and recreating my IMAP account, I noticed that the outgoing server port had gotten set back to 25, and gmail recommends it be set at 587. Could that alone be the fix? let us know!

MSFT: I have saved screen shots of my progress dialog going nuts, if I can send them to you without PAYING to talk to a support person, I might, though I'm irked enough I might demand you pay ME for this product support.