

Re: Outlook 2007/Vista 64/ "Cannot open the Outlook Window"

Source: <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2009-05/msg00332.html>

- *From:* "DL" <invalid@xxxxxxxxxxxxxxxxxxxx>
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Have you uninstalled Norton, then use the tool available on Norton web site to completely remove?

"CliffB" <CliffB@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:4DF24070-B33A-409F-82A5-C18385FD6739@xxxxxxxxxxxxxxxxxxxx

Unable to start Outlook; rcv dialog "Cannot Start Microsoft Office Outlook; Cannot open the Outlook Window". Error occurred AFTER a Norton 2009 "idle time scan" hang DURING an Outlook send/receive that was apparently hung due to Norton.

I have attempted several published fixes including Scantpst, DeleteOutlookProfiles, running Outlook with /safe switch (same error), uninstall/reinstall Outlook, turning Norton 2009 off during my process, etc.

On reinstall (after running DeleteOutlookProfiles), I create a new profile and a new Outlook PST ... still receive the "cannot open..." error.

Any further suggestions – hopefully short of resorting to my recovery image?

Thanks,

Cliff