

When you get no results using Outlook search, follow these steps in the order provided:

| | |
|--|---|
| Run the Windows Search troubleshooter | ∨ |
| Verify indexing is complete | ∨ |
| Check data files are selected | ∨ |
| Verify Windows Search Service is enabled and running | ∨ |
| Include Outlook data in indexing | ∨ |
| Configure indexing options | ∨ |
| Rebuild the search catalog | ∨ |
| Check if search works in a new profile | ∨ |
| Repair Office from the Control Panel | ∨ |
| Uninstall and reinstall Office | ∨ |

<https://support.microsoft.com/en-us/office/troubleshooting-outlook-search-issues-2556b11f-f4d8-46be-b0a7-de33a3f4f066>

- 1

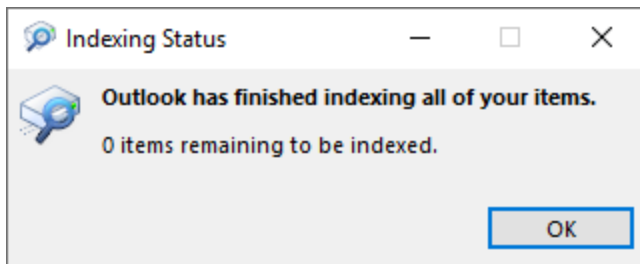
- **In Windows 10:** Select the **Start** button, select **Settings > Update & Security**, and then select **Troubleshoot**. Find and click **Search and Indexing**, and click **Run the troubleshooter**.
- **In Windows 8.1:** From **Start**, search for **Settings**. In **Settings**, search for **troubleshooting**, and select **troubleshooting** in the search results. Find and run the **Search and Indexing** troubleshooter.
- **In Windows 7:** From **Start**, select **Control Panel**, and then select **Troubleshooting**. Find and run the **Search and Indexing** troubleshooter.

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Start Outlook and click in the **Search** box.

Select **Search Tools > Indexing Status** from the **Search** menu.

When the **Indexing Status** dialog appears, you should see the following:



If Outlook has not finished indexing, note the items remaining to be indexed, wait five minutes, and then check again. If the number of items did not decrease, continue to the next step.

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- Start Outlook and click in the **Search** box.
- Select **Search Tools > Locations to Search** from the **Search** menu.
- Ensure all data files/stores listed are selected.

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- Click the Windows Start menu and click in the **Search** box.
- Type *services.msc* and press Enter.
- Under the **Name** column, find and double-click **Windows Search**.
- Set the **Startup type** to **Automatic (Delayed Start)** if it wasn't already.
- If the **Service status** does not display **Running**, click the **Start** button underneath it to start the service.

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- Exit Outlook.
- Open **Indexing Options** in the Windows control panel.
- In the **Indexing Options** dialog box, make sure that **Microsoft Outlook** is listed in the **Included Locations** column.
- If **Microsoft Outlook** is not listed, select **Modify**, and then click to enable the check box next to **Microsoft Outlook**.
- Select **OK**, and then select **Close**.

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1. Exit Outlook.
2. Open **Indexing Options** in the Windows control panel.
3. In the **Indexing Options** dialog box, select **Advanced**.
4. Select the **File Types** tab.
5. Scroll down until you find **msg** in the **Extension** column and select it.
6. Make sure that the **Index Properties and File Contents** option is enabled.
7. Select **OK**, and then select **Close**.

Note: Make sure the **Filter Description** column shows **Office Outlook MSG IFilter**. If it doesn't, either the Windows Search service is not working correctly, or Microsoft Outlook could not install the filters correctly. In either case, you should contact Microsoft Support for help with the issue.

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1. Exit Outlook.
2. Open **Indexing Options** in the Windows control panel.
3. In the **Indexing Options** dialog box, select **Advanced**.
4. In the **Advanced Options** dialog box, select **Rebuild**.
5. Select **OK**, and then select **Close**.

If indexing does not finish, contact Microsoft Support to request assistance with Windows Desktop Search.


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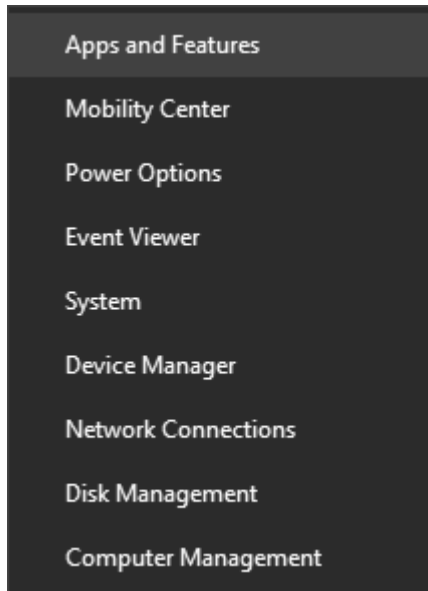
1. In Outlook, select **File > Account Settings > Manage Profiles**. Or, you can exit Outlook, and open **Mail** in the Windows control panel.
2. In the **Mail Setup - Outlook** dialog box, select **Show Profiles**, and then select **Add** in the **General** tab.
3. In the **Profile Name** box, type a name for the new profile, and then select **OK**.
4. If prompted, provide account information, such as email address and password, and select **Next**.
5. Select **Finish**. You'll find the new profile name you added listed on the **General** tab in the **Mail** dialog box.
6. Under **When starting Microsoft Outlook, use this profile**, choose **Prompt for a profile to be used** and then select **OK**.
7. Restart Outlook.
8. In the drop-down list in the **Choose Profile** dialog box, choose the new profile name you created and select **OK**.
9. Click in the **Search** box and try your search.

If search works, there may be an issue with your old profile. You may want to make this profile the new [default profile](#) and transfer information from your old profile to the new one.

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The steps to access the repair tool vary depending on your operating system. Choose from the drop-down list below.

1. Right-click the **Start** button  (lower-left corner), and select **Apps and Features** on the pop-up menu.



2. Select the Microsoft Office product you want to repair, and select **Modify**.

Note: This will repair the entire Office suite even if it's just one application you want to repair such as Word or Excel. If you have a standalone app installed, then search for that application by name.

3. Depending if your copy of Office is Click-to-run or MSI-based install, you'll see the following options to proceed with the repair. Follow the steps for your installation type.

Click-to-run

In the window **How would you like to repair your Office Programs**, select **Online Repair > Repair** to make sure everything gets fixed. (The faster **Quick Repair** option is also available, but it only detects and then replaces corrupted files.)

MSI-based

In **Change your installation**, select **Repair** and then click **Continue**.

4. Follow the instructions on the screen to complete the repair.

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- Click the button below to download and install the Office uninstall support tool.

[Download](#)

- Follow the steps below to download the uninstall support tool according to your browser.

Tip: The tool may take a few minutes to download and install. After completing the installation, the Uninstall Office products window will open.