

Article Title: Sidexis 4 Freezing after Outlook update.

Date: 02/05/2025 - Updated

Software: Sidexis 4

NON CONFIDENTIAL – INTERNAL AND EXTERNAL USE

Problem Description:

When launching Sidexis 4, after all the modules have loaded, the software will become unresponsive.

Details:

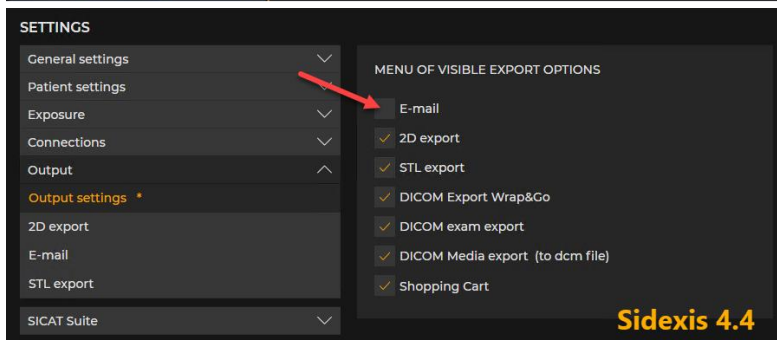
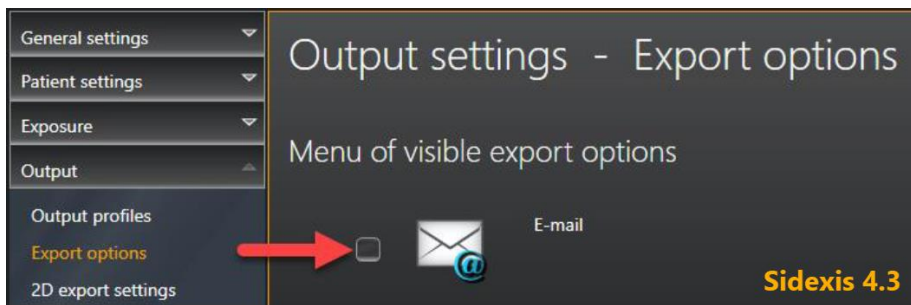
Microsoft released a Microsoft Outlook update (KB5002574) on April 2nd, 2024 that causes Sidexis 4 to freeze after launch if Outlook is installed with no email account configured.



Solution Description:

If Outlook is not needed on the workstation, uninstalling the software will resolve the issue. Otherwise, the email export option in Sidexis 4 needs to be unchecked, so the software does not attempt to interact with Outlook.

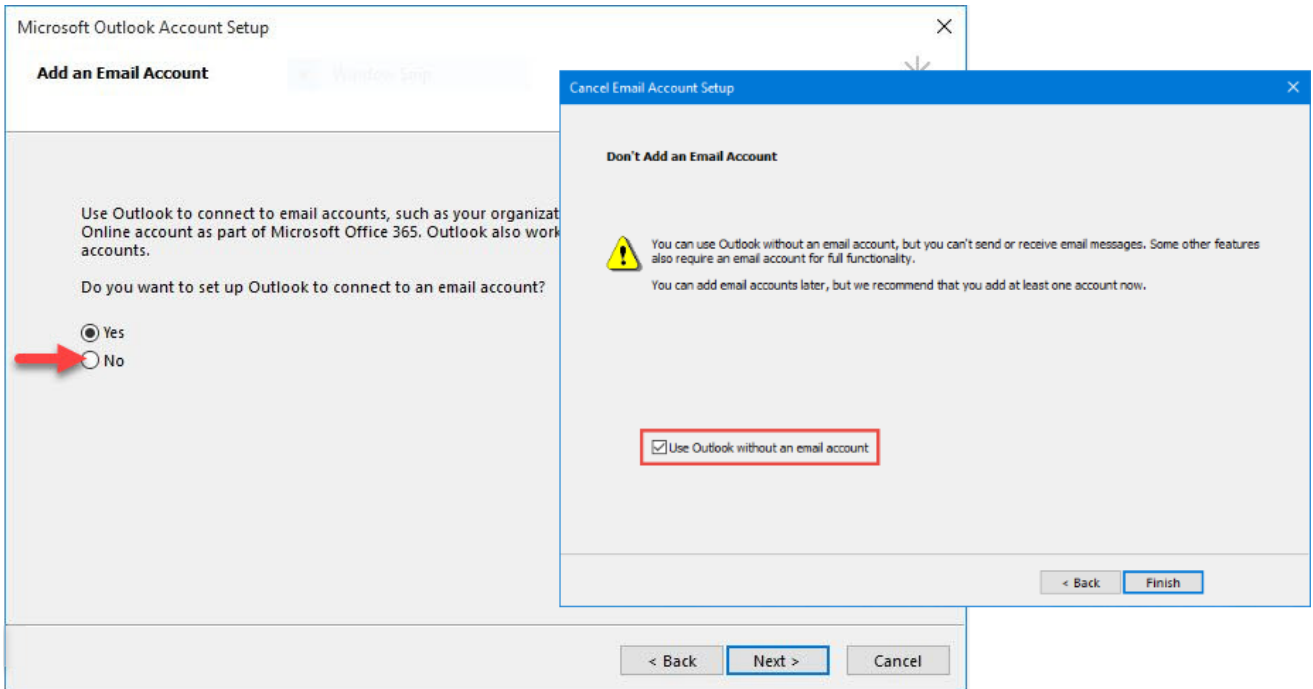
From Sidexis 4 - Select Settings > Output > Export Options > Uncheck E-Mail.
Now Restart Sidexis 4 to complete the change.



*You may have to End the **Outlook.exe** process from Task Manager in order to complete this step.

Alternate Solution 1:

Launch Outlook and you will be prompted to setup an account.



Select Next > Check No to setting up Outlook to connect to an account.

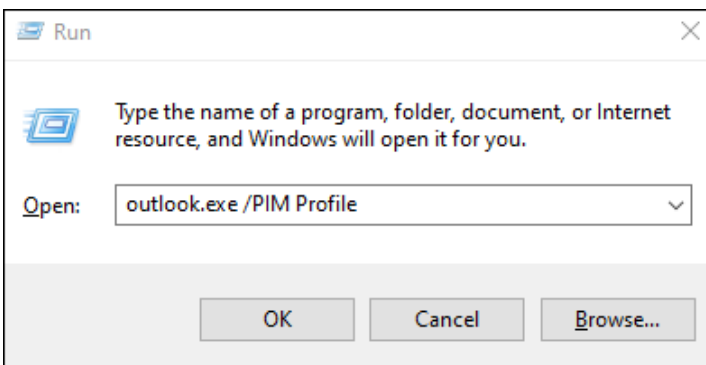
Next > Use Outlook without an email account > Finish

This will create a mailbox file for Outlook and allow it to launch without an account.

Alternate Solution 2:

For newer versions of Outlook, you can launch Outlook with a command line to create the profile as well.

Run > Outlook.exe /PIM Profile



This will create a new mail profile, skip/close out the windows that appear and close Outlook. Now try relaunching Sidexis to see if the issue has been resolved.