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Article Title: Sidexis 4 Freezing after Outlook update.
Date: 04/10/2024
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.
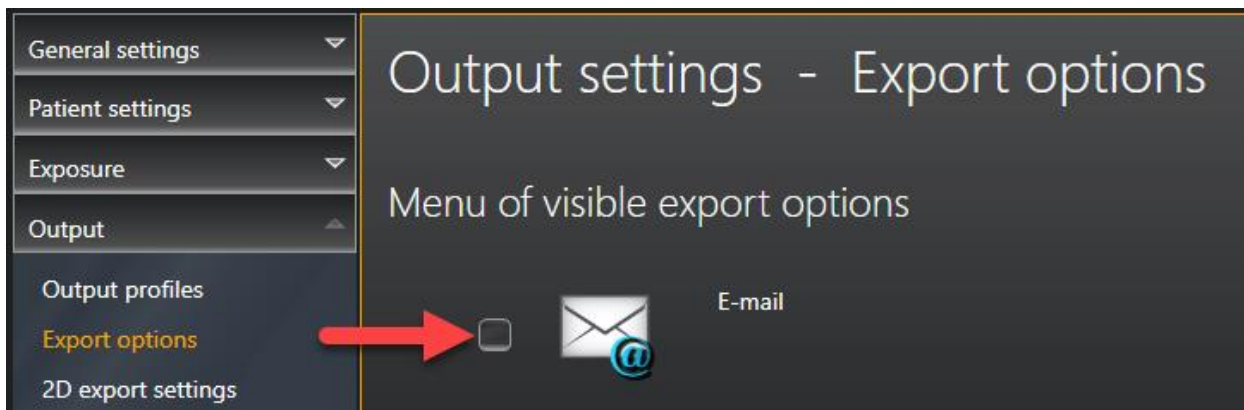
Details:
Microsoft released a Microsoft Outlook update (KB5002574) on April 2nd, 2024 that causes Sidexis 4 to freeze after launch if Outlook is installed with no email account configured.

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.