

# Mail Express® Outlook Add-In fails to load when opening Microsoft Outlook

## **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- Mail Express®, all versions

## **SYMPTOM**

Mail Express Outlook Add-In fails to load when opening Microsoft Outlook.

## **RESOLUTION**

Use the following workaround

1. [Enable cached mode.](#)
2. Restart Outlook.

## **MORE INFORMATION**

Recent Microsoft updates have caused this issue for various Office applications, including the Mail Express Outlook Add-In.

Refer to the following articles for more information:

- [KB2956128](#)
- [Infoworld article describing failed patch](#)
- [KB2956203](#)

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11196/Mail-Express®-Outlook-Add-In...>