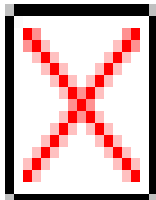


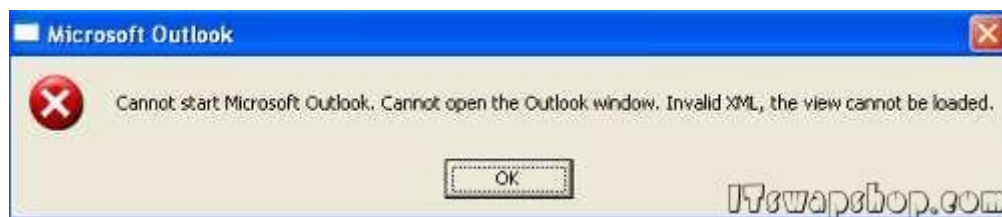
## How to Fix - Cannot open the Outlook window. Invalid XML, the view cannot be loaded

Submitted by ingram on Fri, 02/10/2012 - 4:17pm



After launching Outlook 2007 or 2010, you receive the following error message:

Cannot start Microsoft Outlook. Cannot open the Outlook window. Invalid XML, the view cannot be loaded.



To fix this error, run the following command from the Run box or from the path where Office is installed (For Office 2010, the path is: *C:\Program Files\Microsoft Office\Office14*):

### ***Outlook.exe /ResetNavPane***

What does Outlook.exe /ResetNavPane do? It clears and regenerates the Navigation Pane for the current profile. Basically, it removes all shortcuts and favorite folders from the Navigation Pane. Not a big deal, as most users leave the default favorite folders in place, but just something to consider.

Here is a complete list of command line switches for Outlook as well as what they do. It also shows how to run them:

<http://office.microsoft.com/en-us/outlook-help/command-line-switches-HP001003110.aspx> <sup>[1]</sup>

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