

Tech Tip – Outlook: The Importance of Closing

Many people are seeing an error that they cannot open Outlook since a file is in use (figure 1).

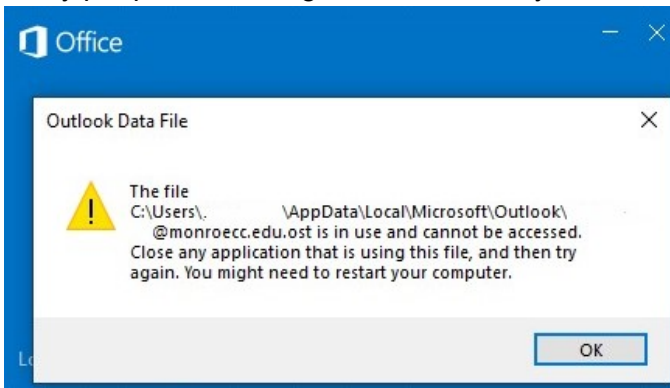


Figure 1



The culprit is Skype for Business. The solution is to right-click on the Skype icon in the lower right corner of your task bar (near the clock) and select EXIT (figure 2).

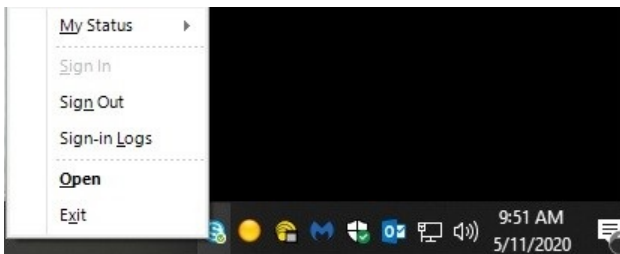


Figure 2

After you have exited from Skype. Try to open Outlook again.

To avoid this error: Best practice is to Log-off/sign-off at the end of work each day. This closes all open programs which helps avoid conflicts.



To Log off – click on the gold key icon on your remote desktop. If you only disconnect from your remote desktop you leave programs running. You can also log off by clicking on the start key, then up to your profile button and selecting Sign Out (figure 3).

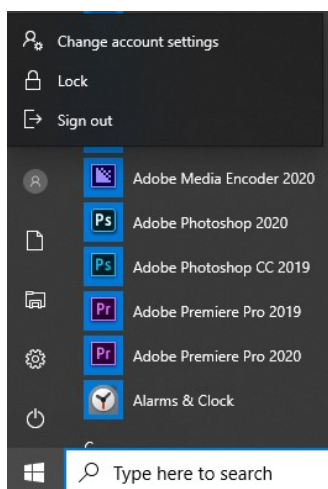


Figure 3