

How do I clear the cache with the new Outlook / Outlook 365?

Last Modified on 06/12/2024 11:43 am EDT

Applies To: PoliteMail Desktop PoliteMail Online PoliteMail O365

Version: 4.94 4.97 5.x

Because PoliteMail uses WebView2 for faster performance, clearing the cache in the new Outlook or Outlook for M365 is not as straightforward.

1. Open the new Outlook or Outlook for M365, and then close it again.
2. Open a Command Prompt (cmd).
3. Enter the text below. Olk.exe is a file responsible for the storage and management of temporary files used by the new Outlook.

```
olk.exe --devtools
```

3. A DevTools window will display. Click on the 'Application' button in the toolbar.
 - You will be prompted to sign in; don't worry if your first attempt to sign in is not successful, just try to sign in again. A directory will display.
4. Scroll to **Storage > Local Storage**. Right-click on the first link under Local Storage and select 'Clear'.
5. Scroll to **Cookies**. Right-click on the first link under Cookies and select 'Clear'.

The cache should now be cleared and can re-open Outlook.