Outlook folder appears empty even though there are emails in it

Tom Yerex - 2021-01-21 - 13 Comments - in Email, calendar, and contacts

Symptom
A folder in Outlook appears to have no messages and you know there are messages in that folder.

Solution
Microsoft Outlook has the ability to set up customized views for items such as email located in folders. Sometimes, particularly after a large import from another account such as Gmail or an IMAP-based account, the custom view settings hide the emails from view. The solution is to reset the view for the folder or the entire mailbox.

Reset a View on a Specific Folder Outlook 2010 and Up

A Reset button is also on the View Settings dialog (formerly the Current view dialog, below), which can be opened from the View ribbon, View Settings button or by right clicking on the field names visible in a view and selecting View Settings (Method 3, below).

You can expand the Change View menu and select Manage Views (formerly the Define Views dialog, below), then select the View by name to reset the view globally or select <Current view settings> to reset the view on the current folder only.

Create new views, edit views, or delete custom views using the Manage Views dialog.

Reset All Views in All Folders
Reset the views for the entire mailbox. When you open Outlook using the /cleanviews switch you will wipe out all custom views and return all default views to “factory default”. Sometimes its necessary, but sometimes just resetting the view for the current folder will work. If you aren't using custom views, you can use the /cleanviews switch without worry.
The `/cleanviews` switch will wipe out all custom views and return all default views to "factory default".

To use this method, close Outlook. Go to Start menu > Run (or Windows key + R) and type `Outlook.exe /cleanviews` then click OK.
emails, but doesn't show them. I type a common letter such as 'a' in the Search-field. Search will find the emails and I continue my work. Strange bug anyhow.

**markku** Mon, 31st Aug 2020 7:27pm

I have the same problem and I have found a workaround, not a great one, but it works for me. I go to the folder that has the emails, but doesn't show them. I type a common letter such as 'a' in the Search-field. Search will find the emails and I continue my work. Strange bug anyhow.

**Alan Afif** Tue, 6th Oct 2020 1:33am

An Outlook feature I never knew existed! Worked perfectly. Thanks very much.

**Tim Rusher** Mon, 9th Nov 2020 6:19pm

Here's what worked for me. Select the mail folder with hidden emails. Select "View" from top menu bar. Select "Change View". Mine had the "Hidden Messages Marked for Deletion" selected. Changed it to "IMAP Messages" and bingo they were now visible locally.

**Shirley** Sat, 28th Nov 2020 2:31am

I can't find the top menu bar

**Roh** Wed, 23rd Dec 2020 12:59am

all my folders are empty even though it says emails in it...omg have i lost all my saved emails

**Barry** Wed, 30th Dec 2020 9:59am

This is more likely to be an imap config issue than a view issue.

**June Fortunat** Mon, 18th Jan 2021 11:04pm

None of this addresses my problem. When I open the folder Inbox it opens but at the top, the heading is unread not inbox. Same with Sent Folder , it's called when opened Unread. same for deleted. How do I get them to open with the Folders name that is in the sidebar