

Knowledgebase > Email, calendar, and contacts > Outlook folder appears empty even though there are emails in it

Outlook folder appears empty even though there are emails in it

Burner EOAS - 2024-04-25 - Comments (23) - Email, calendar, and contacts

Symptom

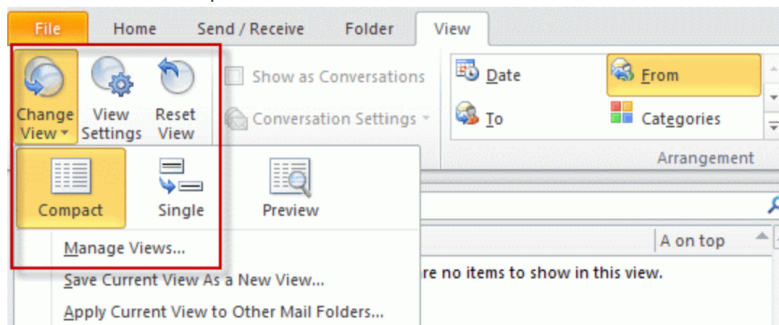
A folder in Outlook appears to have no messages and you know there are messages in that folder.

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 mail box.

Reset a View on a Specific Folder Outlook 2010 and Up

Outlook 2010 and up: look on the **View** tab for the **Reset View** button.



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.

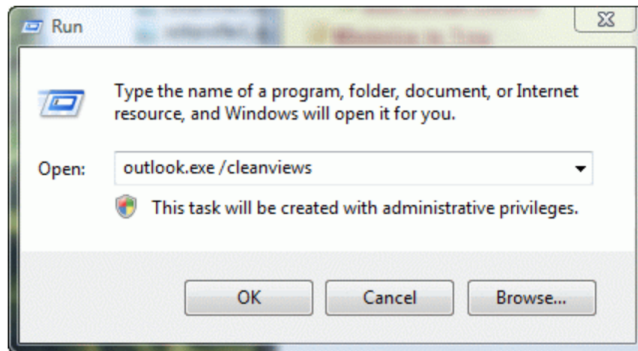
Create new views, edit views, or delete custom views using the Manage Views dialog.

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**.



Comments (23)

Comments (23)

b bz

4 years ago

Thankyou thankyou

I thought i had a system wide issue syncing folders, but this helped me see hidden emails.

Thank you thankyou thankyou

Ad **Alex darwish**

3 years ago

It did not work, all the sunfolders also disappeared

J Jerry

3 years ago

did not work, showing 165 unread email, but no email appear including old email and unread email.

SP **Steven Parker**

3 years ago

same here - didn't work for me. Thanks for posting anyway :)

J Jonny

3 years ago

did not work - folder properties showing the number of email in the folder - folder is blank.

Have tried it on Outlook 2013, 2016 and 2019 - all the same !!!

m **markku**

3 years ago

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.

m **markku**

3 years ago

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.

AA **Alan Afif**

3 years ago

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

TR **Tim Rusher**

3 years ago

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.

S **Shirley**

3 years ago

I can't find the top menu bar

R **Roh**

3 years ago

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

B **Barry**

3 years ago

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

JF **June Fortunat**

3 years ago

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

B **Betsy**

3 years ago

Tim Rusher, thank you. I just tried this same technique after the first instructions and it worked. And then by clicking on "apply view to other mail folders" I was able to click all folders I wanted to have this same effect apply (unhide) them.

HS **Hitesh Sharma**

2 years ago

Did not work for me :(

DM David Mann

1 year ago

When I get this problem, I click into another folder and then back into the problem folder. 9 times out of 10 this makes the emails magically appear. But I cannot find any proper solution to avoid this "We didn't find anything to show here" feature of Outlook.

z zargona

11 months ago

"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."

dude who wrote this, did you find a solution?

T Tiffany

10 months ago

All of my empty folders had a filter mysteriously added. I was able to highlight the folder and click on the "filter applied" message at the bottom left corner of my screen and clear it that way. It took a while to remove all of them but my emails are now back when they should be :)

L Luc

7 months ago

Hello,

I have the same issue but on the android app, all my non-default folders appear empty. But on my phone i don't have acces to your solution.

David

4 months ago

I appreciate this information. I've been working this issue since Thanksgiving. Finally asked the question correctly and your assistance was helpful.

B Basu

3 months ago

File>Account settings>double click on the account>Uncheck box(Use cache mode) and restart the Outlook.

ML M. Lawrence

3 months ago

My recovery emails keep disappearing, even though the correct count doesn't. This is on outlook.com. This just started recently. When is this going to be fixed? I have a lot of emails to dump. I believe that the recovery folder contributes to the amount of space taken in OneDrive. In other words, it cuts down on my data availability. So now when I delete emails, I go to the recovery folder to delete those as well. Regardless, there are more in the folder that are showing until you refresh the page, and I am sure MS must know about it, but are doing nothing.

SG Steve Gull

2 months ago

Many thanks. Had issues when transferring to new server. Could see the contents using my phone, but Outlook didn't show them. All OK now.