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Microsoft Outlook 2013: "Unable to connect to exchange server" error

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition 9 and older
- Parallels Desktop for Mac Standard Edition

Symptoms

- Microsoft Outlook 2013 doesn't receive/send messages;
- "Unable to connect to exchange server" error;
- Microsoft Outlook 2013: Folder Pane is empty.

Cause

Personal account details/ outlook files were missed.

Resolution

- 1. If Microsoft Outlook 2013 doesn't receive/send messages, reinstall Microsoft Outlook;
- 2. If you receive "**Unable to connect to exchange server**" error, uninstall the following Microsoft Outlook 2013 updates:
 - ♦ Office 2013 update: September 10, 2013
 - ♦ Security update for Access 2013: September 10, 2013
- 3. If you found Folder Pane is empty, follow Micrsoft TechCenter thread: Outlook 2013: Folder Pane is empty

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