



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 Microsoft TechCenter thread: [Outlook 2013: Folder Pane is empty](#)
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