

Knowledge Base: Outlook for Mac Fixes/Workarounds

Outlook for Mac features and add-ins issues

Send button is greyed out and prevents sending an email

Fixed: The issue has been fixed in Outlook build 16.37.20051002

Message body of an .eml attachment is blank in Preview

ISSUE

Outlook for Mac is unable to Preview the message body of an .eml attachment in macOS Catalina 10.15.

SCENARIO

You receive an email with a .eml file as an attachment and try to view it using the preview option available under the attachment drop-down menu or by clicking on the Preview All button. The result is that the body of the message is blank, but you can see the subject of the email.

STATUS: WORKAROUND

To view the .eml attachment, double click the file to open it in a new window.

iMac screen flickers when using Outlook for Mac

ISSUE

We have identified an issue where macOS (primarily running Mojave) screen flickers on some of the iMac machines when using Outlook for Mac.

Scenario

You are most likely using an iMac (Retina 5K, 27-inch) machine. While using Outlook for Mac, the screen flickers and you need to reboot the machine to clear the issue.

STATUS: FIXED

The issue has been fixed with the release of macOS 10.15, Catalina.

Changing "Arrange By" sort option affects all folders in Outlook for Mac

ISSUE

Changing "Arrange By" or column sorting options (View Menu -> Arrange by) applies to all folders in Outlook for Mac when running on macOS 10.15 (aka Catalina)

STATUS: FIXED

The issue has been fixed in Outlook build 16.31.0 (19111002).

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Interacting with attachments from the drop-down menu causes unexpected behavior in Outlook for Mac

ISSUE

Interacting with attachments from the drop-down menu causes one of the following scenarios:

- Drag & Drop attachment to the desktop does not work.
- Attachment preview does not work.
- A duplicate "Save As" prompt is shown when choosing **Save As....**
- A duplicate deletion prompt is shown when selecting **Remove**.
- Duplicate attachments are opened when selecting **Open**.

STATUS: FIXED

The issue has been fixed in Outlook build 16.30 (19101301).

"Unsupported version of Webex plugin is detected" message

ISSUE

You may see the following prompt asking you to disable the Webex plugin:

Unsupported version of Webex plugin is detected.

The following known issues are caused by the Webex plugin:

- When you try to switch to calendar or people view, the view doesn't change except for the left sidebar.
- You are unable to drag and drop appointments on your calendar.
- Outlook intermittently crashes.
- The swipe gesture is not working as expected.

STATUS: Fixed

Upgrade your Cisco Webex plugin for Mac clients to version 39.3.0.582 or higher.

Search doesn't work in Outlook for Mac after MacOS upgrade

ISSUE

Search results in Outlook for Mac return limited or no results on Mac OS Mojave.

STATUS: FIXED

Fixed in macOS Mojave 10.14.5