

## Windows Enterprise Announcement

### Sept 19, 2013 – Microsoft Security Updates May Make Outlook 2013 Folder Pane Appear Empty

If you use Outlook 2013 and have applied the September security updates from Microsoft (released 2013-09-10) you may find your folder pane appears empty. This is a known issue widely reported on the web. ITS opened a support case and asked how to resolve the problem. Microsoft recommends installing the August Cumulative Update for Outlook 2013:

<http://support.microsoft.com/kb/2817503>

For your convenience ITS has downloaded the KB2817503 Outlook 2013 update. It is at:

\\software.iastate.edu\ccsg\Outlook 2013 KB2817503 Hotfix

Anyone on the CCSG list should be able to access to the files. There are separate versions for 32-bit (x86) and 64-bit (x64) Office 2013.