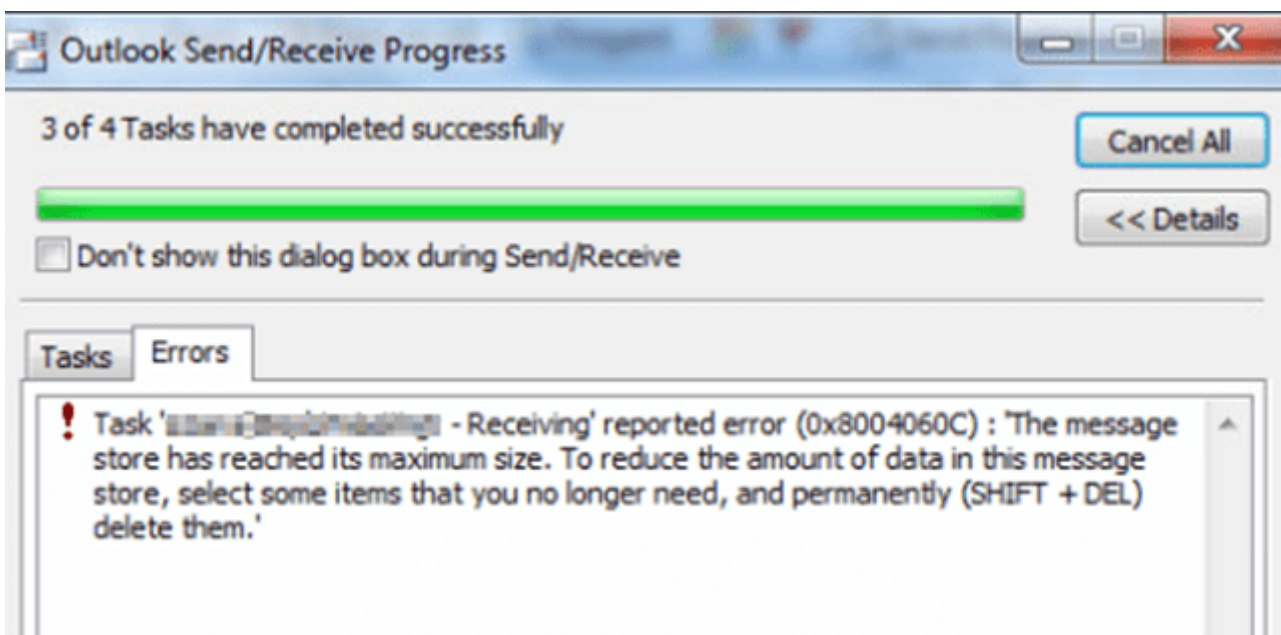


Fix Outlook 0x8004060C error during Send/Receive.

Outlook "0x8004060C" occurs when the Outlook PST data file

(aka "Message store", e.g. the "outlook.pst" file), or the OST file (for IMAP/Exchange accounts), exceeds the default maximum size limit. For example in Outlook 2007 the maximum size limit of the PST file is 20GB. If this limit is reached, then you will receive a notification error message during send/receive operation, that says "Task 'example@server.com - Receiving' reported error (0x8004060C): 'The message store has reached its maximum size. To reduce the amount of data in this this message store, select some items that you no longer need, and permanently (SHIFT + DEL) delete them.'".



To resolve the 0x8004060C maximum limit error you have have the following two (2) options: The first option is to permanently delete (SHIFT + DEL) some email messages that you don't want any more (as the error 0x8004060C message suggests) and the 2nd option is to specify a new larger maximum size limit for the Outlook message store.

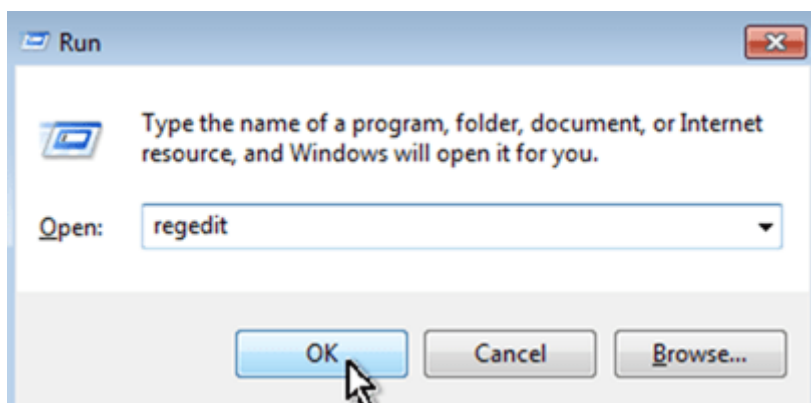
To specify a new larger maximum limit for the Outlook message store (.PST file) and fix the "0x8004060C" Send/Receive error in Outlook 2003, 2007, 2010 or 2013 follow the steps below:

How to increase the Outlook's PST store maximum default size limit (Outlook 2003, 2007, 2010, 2013).

Step 1. Increase Outlook's Message Store maximum size limit through Windows Registry.*

*** Note: Before proceeding to modify the registry, close Outlook.**

1. Open Registry Editor: To do that:
Simultaneously press "Windows" + "R" keys to open the RUN window. In "RUN" window "Open" box, type: regedit
Press Enter.



2. Inside Windows registry navigate (from the left pane) at the following path according your Outlook version: *

For Standard users:

Outlook 2016, 2019 & 365: HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\PST

Outlook 2013: HKEY_CURRENT_USER\Software\Microsoft\Office\15.0\Outlook\PST

Outlook 2010: HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Outlook\PST

Outlook 2007: HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Outlook\PST

Outlook 2003: HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\PST

For Domain Administrators: (Group Policy)

Outlook 2016, 2019 & 365: HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\16.0\Outlook\PST

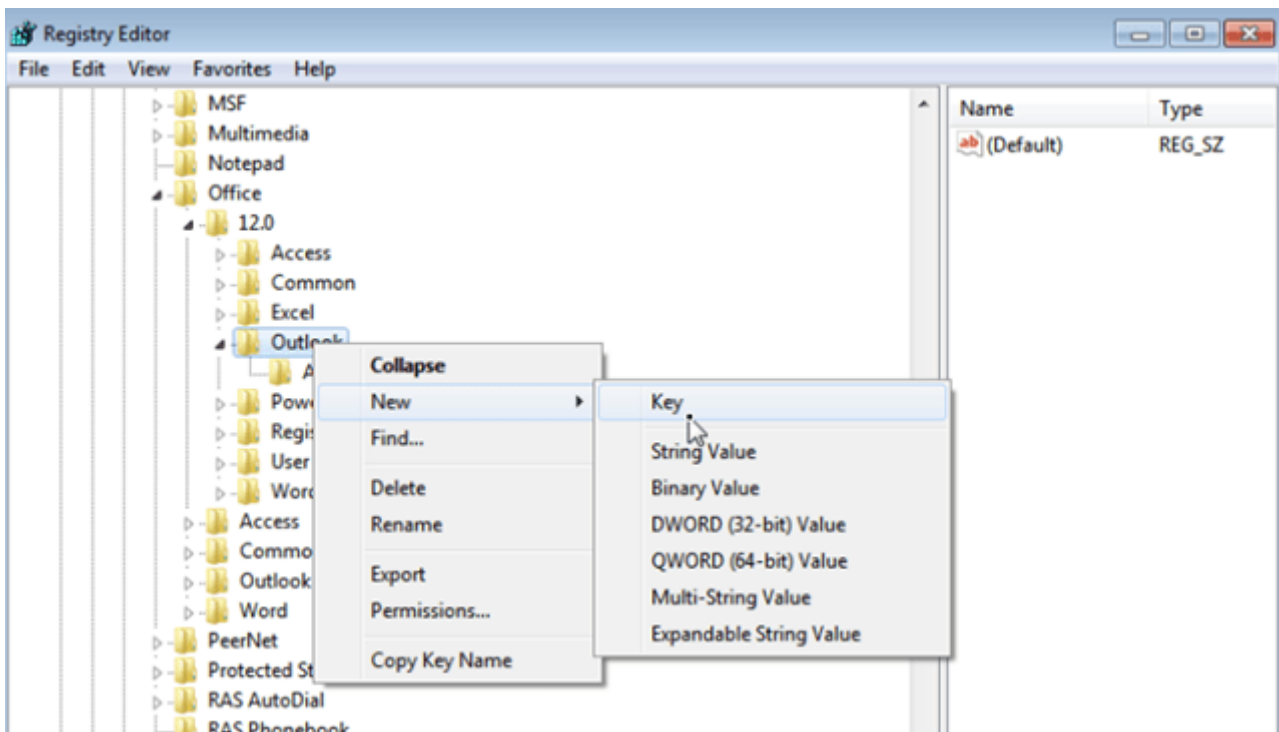
Outlook 2013: HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\15.0\Outlook\PST

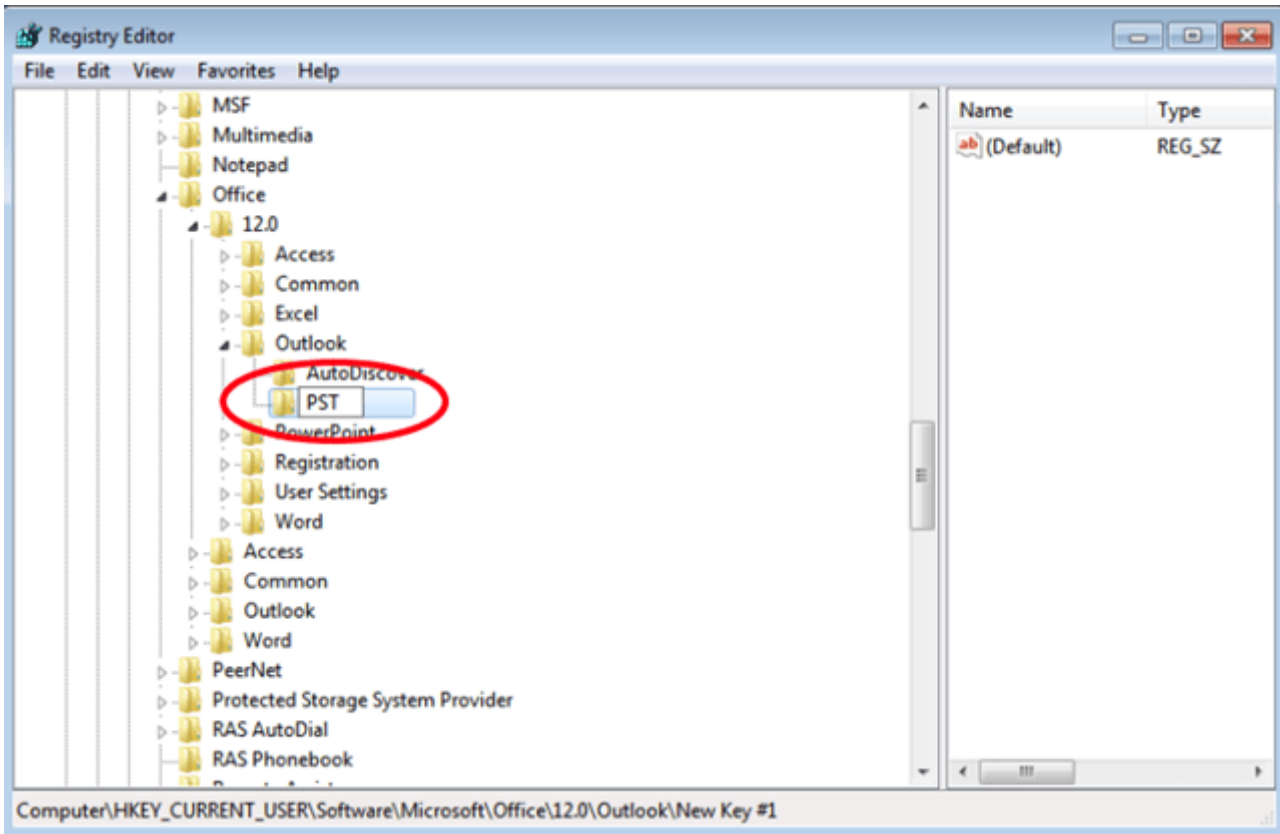
Outlook 2010: HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\14.0\Outlook\PST

Outlook 2007: HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\12.0\Outlook\PST

Outlook 2003: HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\11.0\Outlook\PST

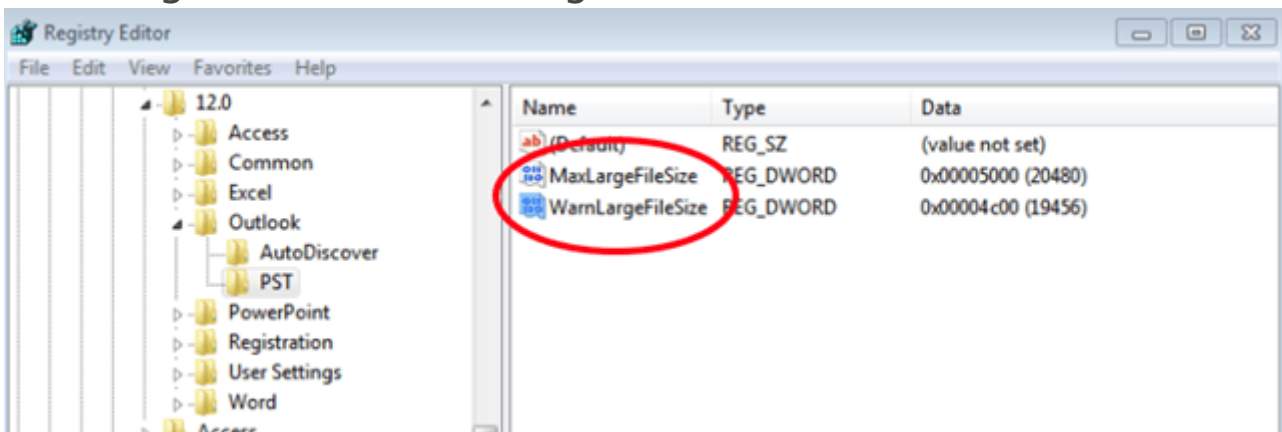
Note: If the "PST" key doesn't exist, then right-click at Outlook key and select New > Key. Give at the new key the name: PST



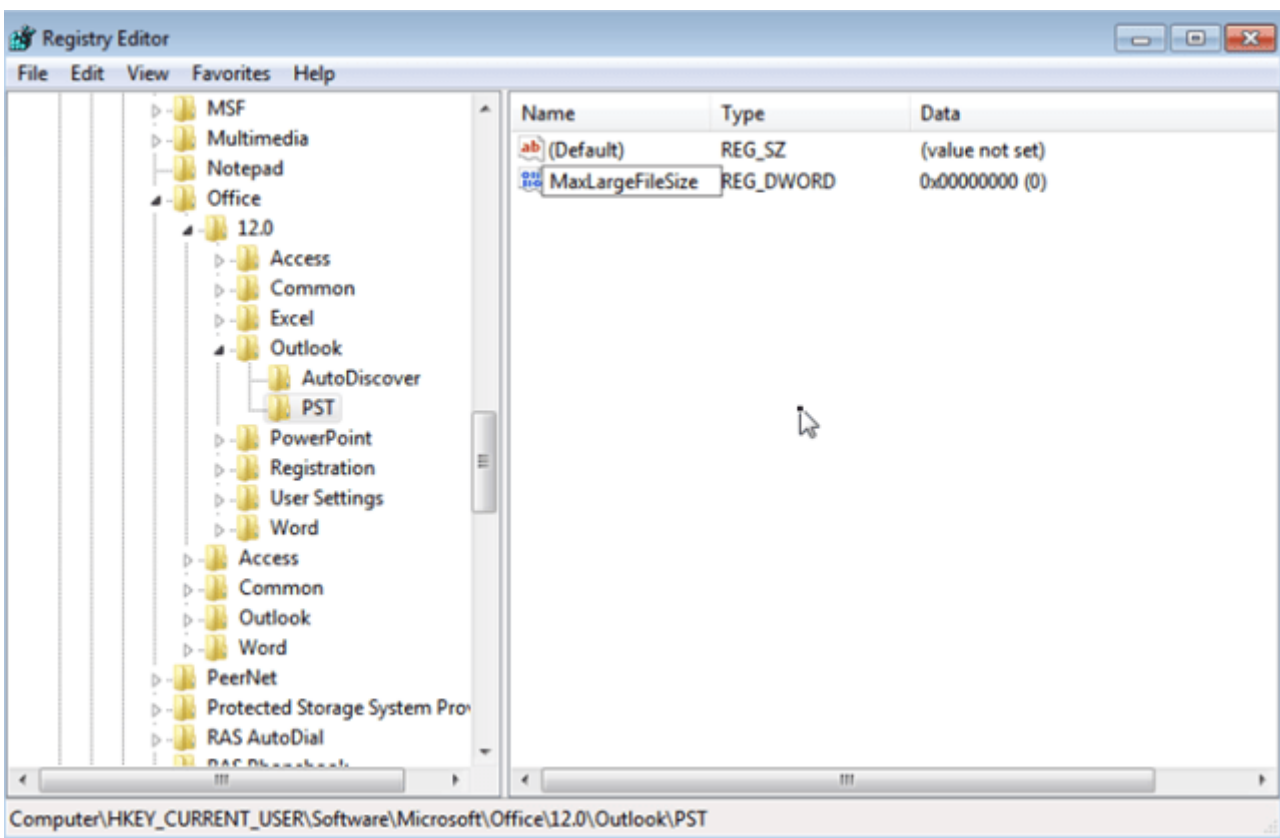
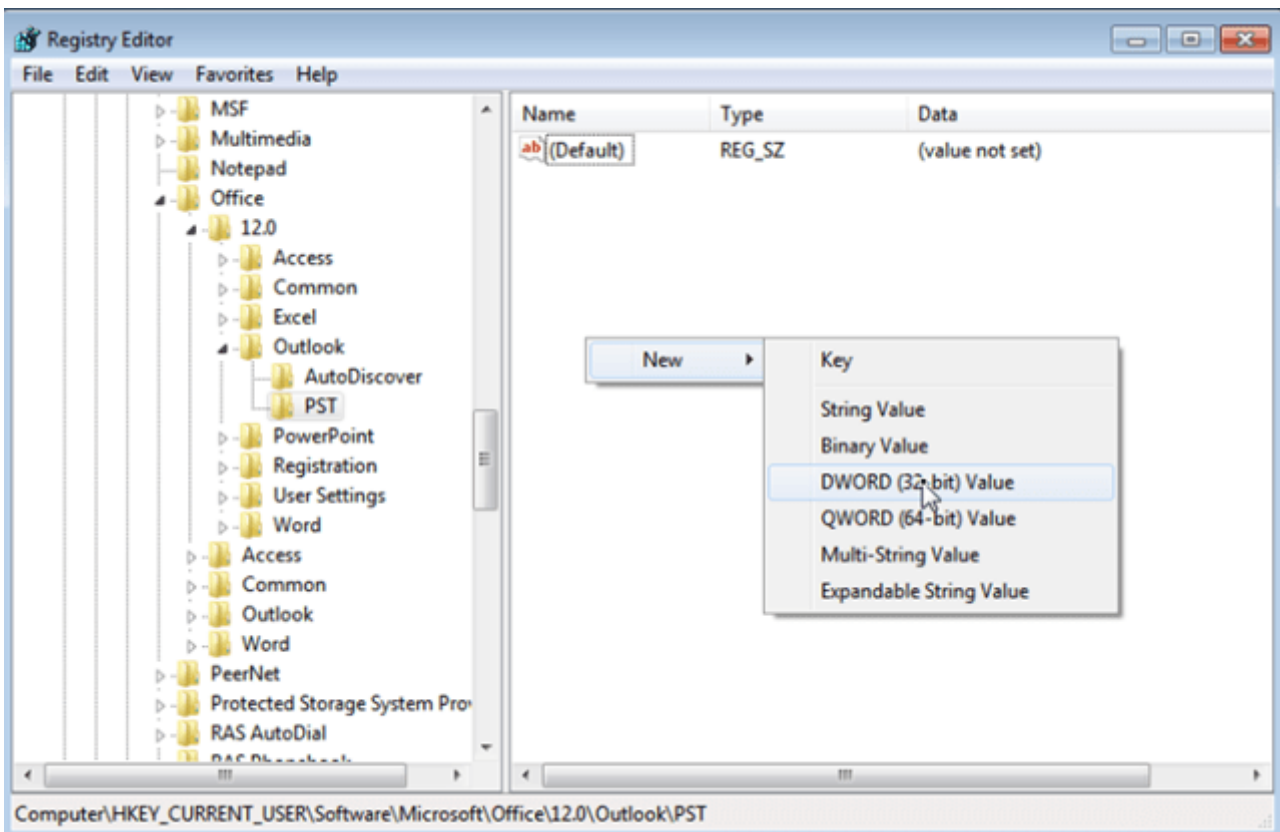


3. Click at PST key and look at the right pane to find these two (2) values: *

MaxLargeFileSize WarnLargeFileSize



Note: If the above two values doesn't exist, then right-click at an empty space on the right pane and select New > DWORD Value. Give at the new DWORD Value the name MaxLargeFileSize & press Enter. Perform the same operation to create a new DWORD value with name: WarnLargeFileSize.



4. Double click to open MaxLargeFileSize value:

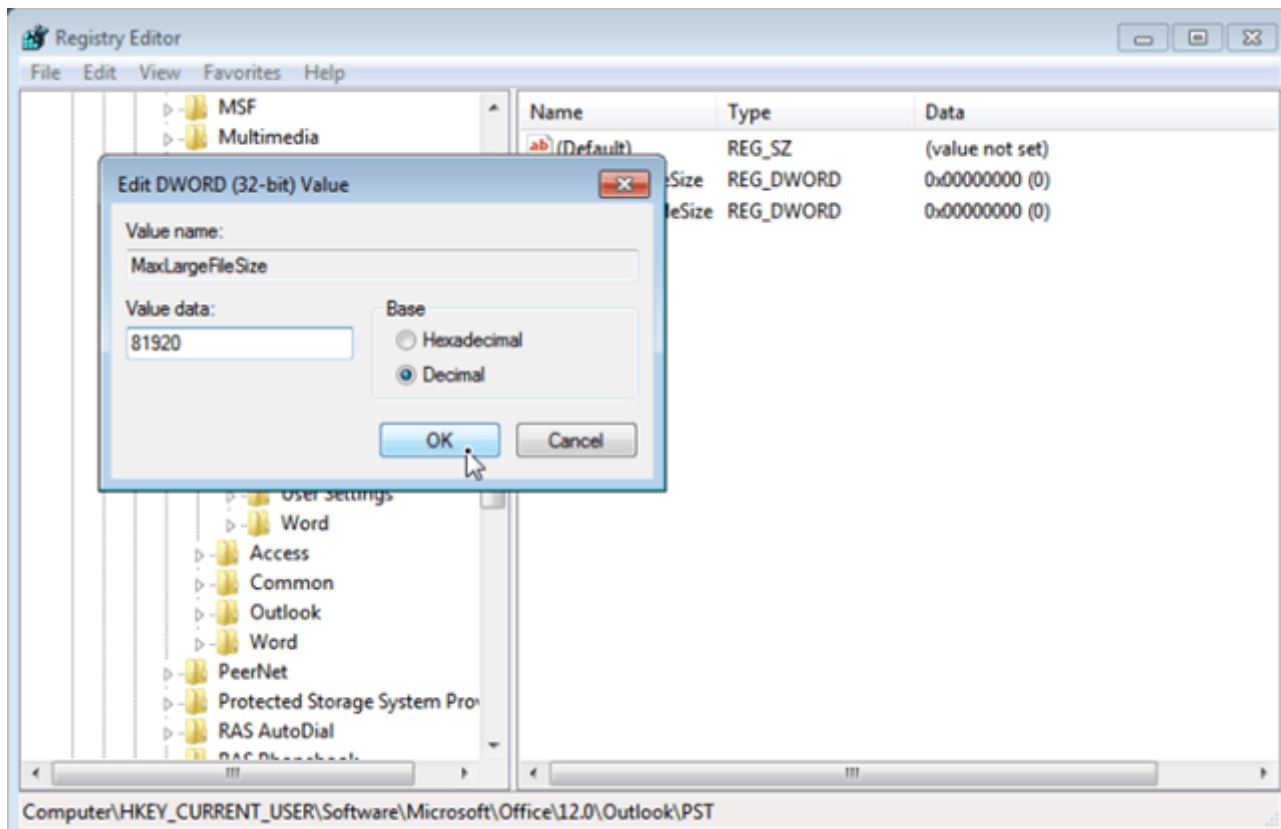
- Select Decimal.
- Then at the Value data: box type the new maximum size limit for the Outlook message store (PST file) according the following:

The Outlook 2003 & 2007 default message store maximum limit is 20GB, so you have to specify a size over 20GB.

The Outlook 2010 & 2013 default message store maximum limit is 50GB, so you must specify a size over 50GB.
1GB=1024MB, 10GB=10240MB, 20GB=20480, 40GB=40960MB, 80GB=81920MB, etc.

For example. If you use Outlook 2010 the maximum size limit is 50GB. So you have to specify a larger size e.g. 80GB. For accomplish this, you have to enter the number "81920" (without the quotes) in the Value data box.

c. Select OK.



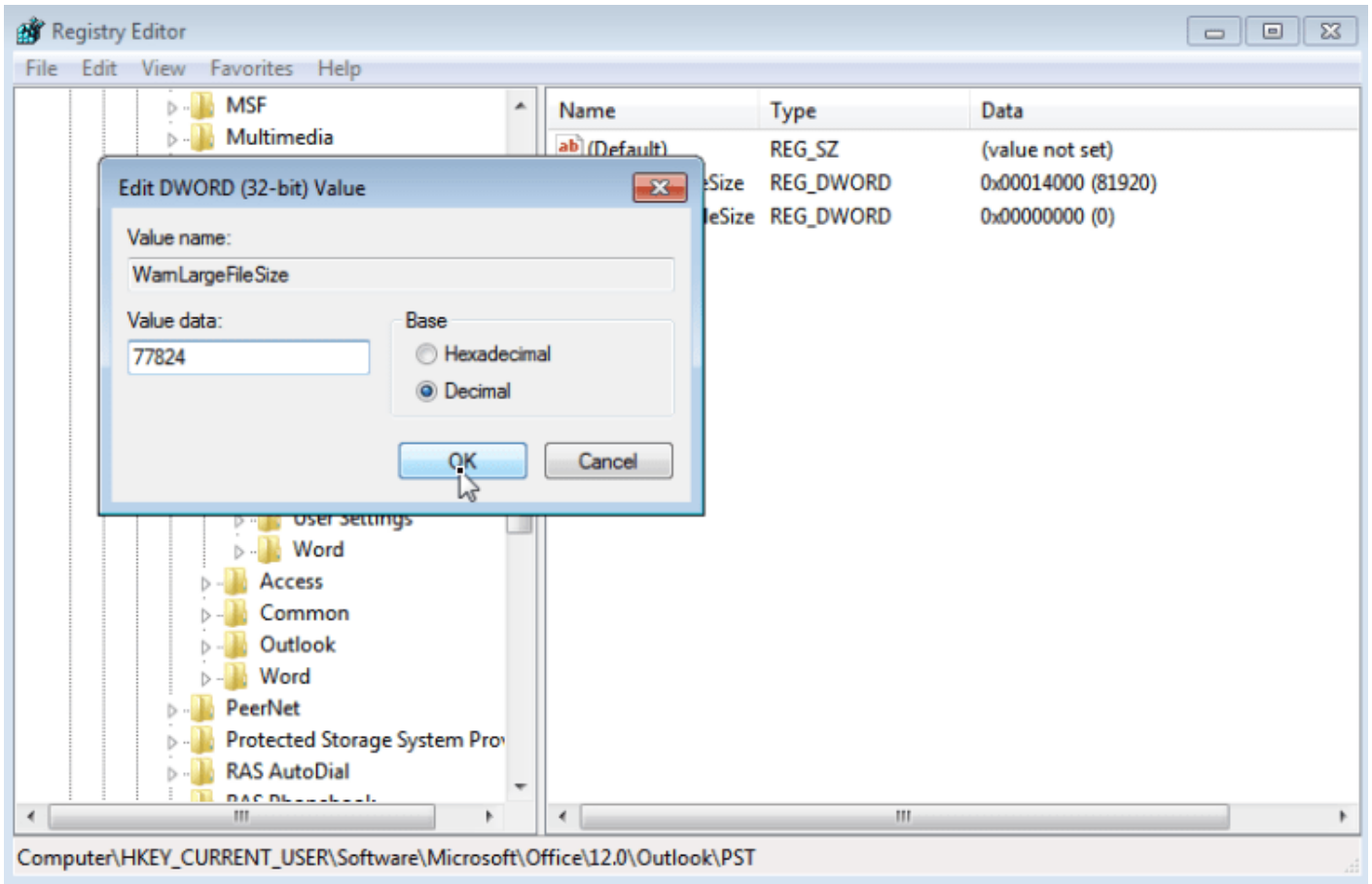
5. Then double click to open the WarnLargeFileSize value:

a. Select Decimal. b. At the Value data: box type the new warning size limit for the Outlook message store (PST file) according the following:

The Warning size should be the 95% of the MaxLargeFileSize value you entered before.

For example: If you entered the value "81920" at MaxLargeFileSize, then the WarnLargeFileSize value should be: $81920 \times 95\% = 77824$.

c. Select OK.



6. Close Registry Editor.

7. Finally open Outlook. The send/receive 0x8004060C error should be gone!

That's all folks! Did it work for you?

Revision #4

Created 17 January 2025 04:38:38 by Admin

Updated 17 January 2025 04:49:58 by Admin