



Betreft : outlook sluit onmiddellijk terug af na openen  
Datum : 15 juli 2020

## Microsoft heeft vandaag wereldwijd miljoenen MS OUTLOOK defect gemaakt

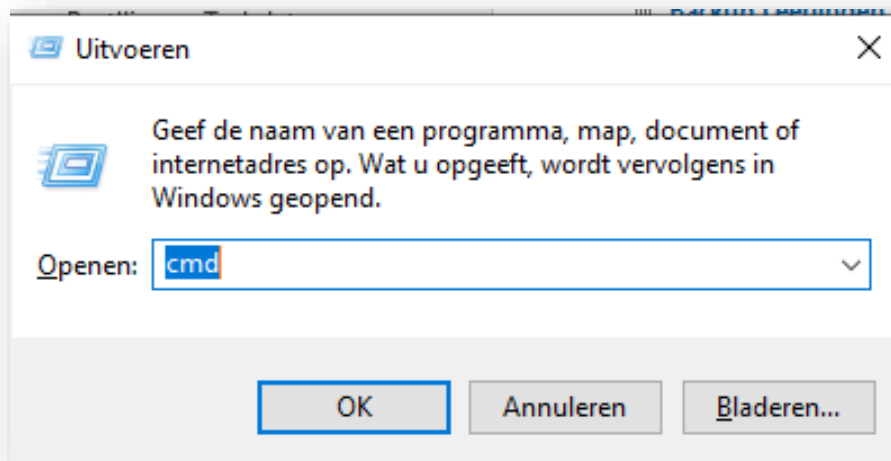
### Betreft versie 2016 & 2019

Methode 2 help in sommige gevallen, methode 1 werkt bijna altijd.

Zie werkwijze hieronder kort samengevat:

Druk op de windows Toets + R op het toetsenbord (de windows toets staat links onderaan tussen de ctrl en de alt toets)

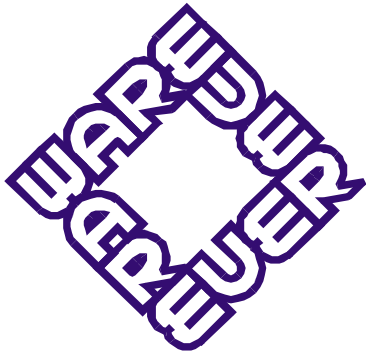
Vul in `cmd` en druk op OK of enter



Vul in het zwart scherm in

```
cd "%Program Files%\Common Files\microsoft shared\ClickToRun"
```

en druk op enter



vul daarna in

```
officec2rclient.exe /update user updatetoversion=16.0.12827.20470
```

## Microsoft Outlook is crashing worldwide with 0xc0000005 errors, how to fix

July 15, 2020 – 01:14pm

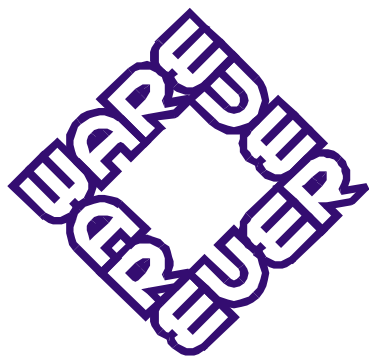
### How to fix the Microsoft Outlook crashes

If Microsoft Outlook is crashing for you, you can resolve the issue by either starting Microsoft Outlook in Safe Mode or rolling back to a previous version of Microsoft Outlook.

### Method 1: Roll back Microsoft Office to latest June 2020 release

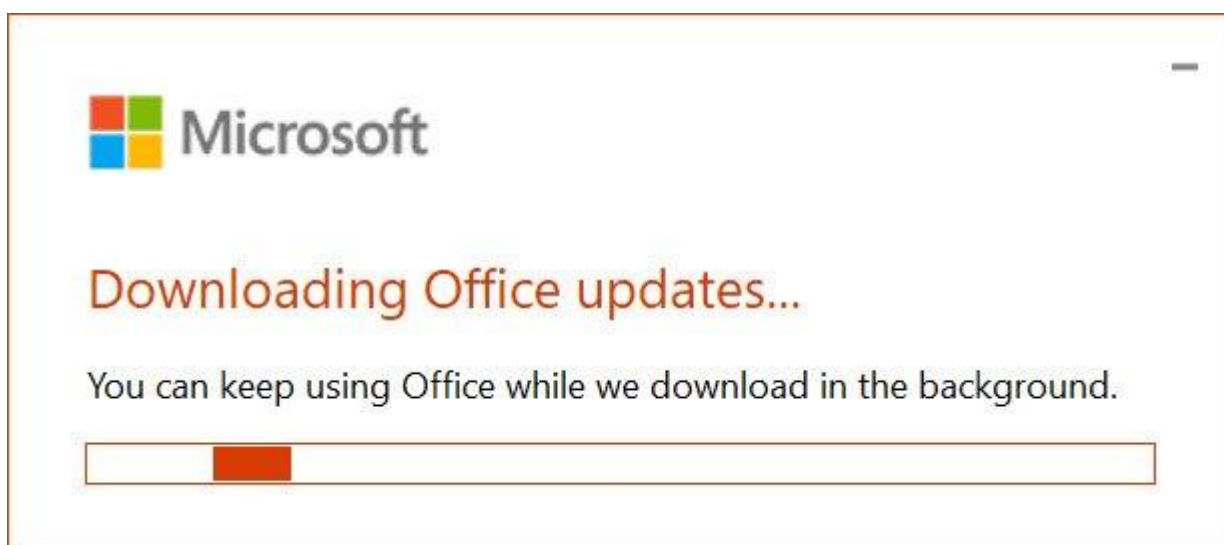
To roll back to the June 24, 2020, release and fix the Microsoft Outlook crashes, please follow these steps:

1. Open a command prompt by clicking on the Start Menu and typing CMD. When the 'Command Prompt' result appears, click on it.
2. In the command prompt type `cd "\Program Files\Common Files\microsoft shared\ClickToRun"` and press **enter**.
3. You will now be in the ClickToRun folder. Type `officec2rclient.exe /update user updatetoversion=16.0.12827.20470` and press **enter**.



```
Command Prompt
C:\>cd "\Program Files\Common Files\microsoft shared\ClickToRun"
C:\Program Files\Common Files\microsoft shared\ClickToRun>officec2rclient.exe /update user
updatetoversion=16.0.12827.20470
C:\Program Files\Common Files\microsoft shared\ClickToRun>
```

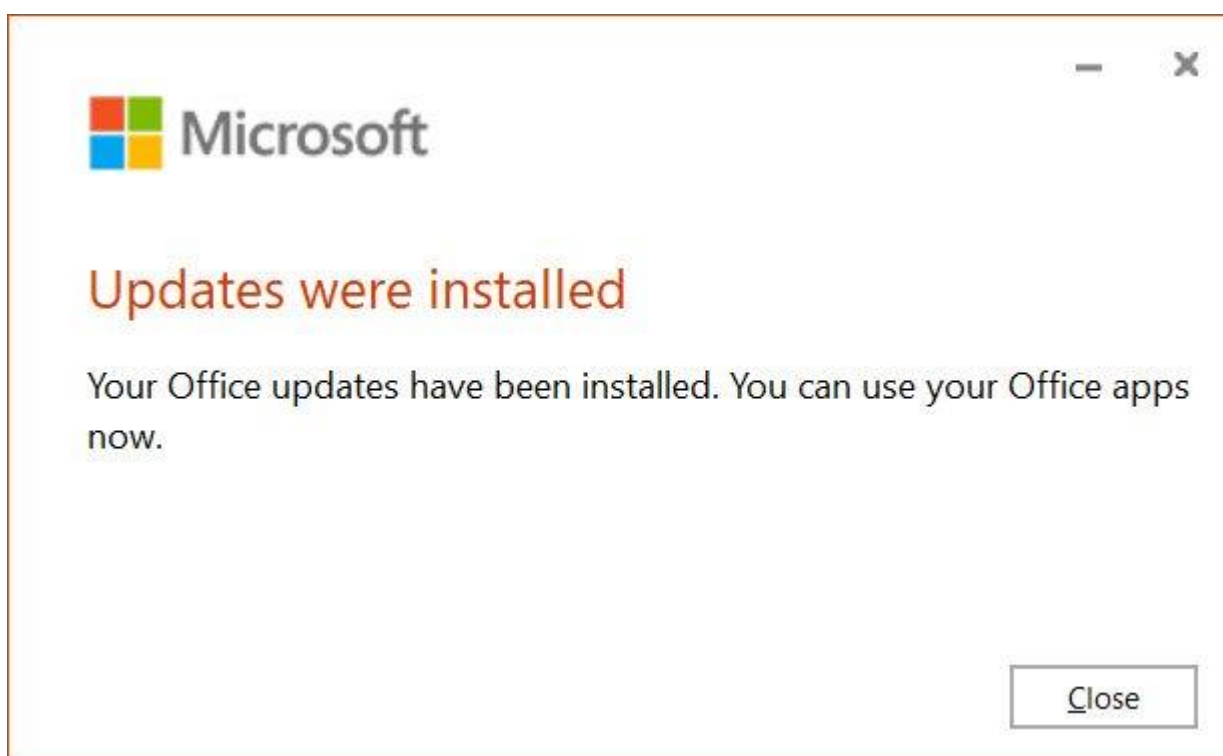
1. Microsoft Office will now download the specified version of Microsoft Office and roll back to that previous version. Please be patient as this may take a few minutes or longer, depending on your computer and Internet connection speed.



### Rolling back Microsoft Office to the previous version



2. When the updates are finished installing, you will be shown a screen stating 'Updates were installed.' You can press the **Close** button on this screen.



1. Microsoft Outlook will now be rolled back to the previous version, and you should be able to start Microsoft Outlook again.
2. You can now close the Command Prompt by clicking on the X button.

## Method 2: Start Microsoft Outlook in Safe Mode

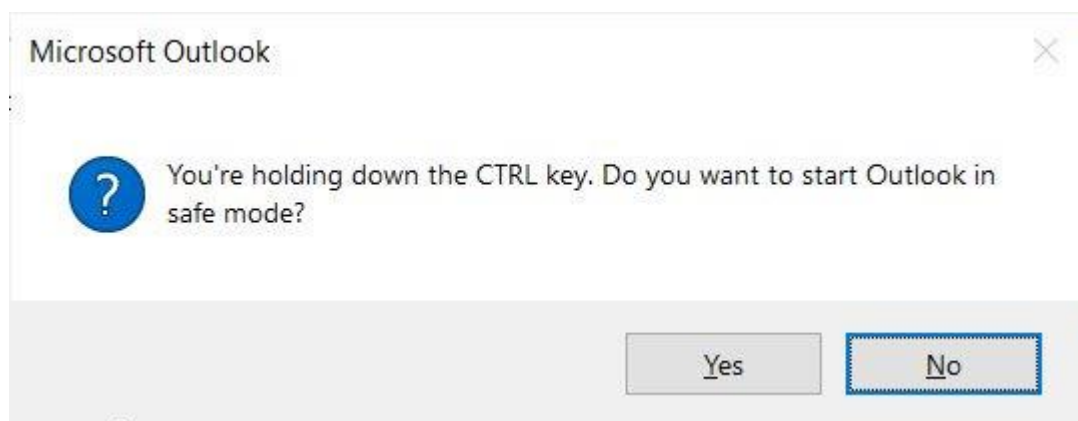
If you do not want to roll back to a previous version of Microsoft Office, you can launch Microsoft Outlook in Safe Mode to fix the crashes.

It should be noted that when starting Outlook in Safe Mode, all add-ins will be disabled, including security add-ins.

To start Outlook in Safe Mode, please follow these steps:



1. Press and hold the **Ctrl** key on your keyboard and then launch Microsoft Outlook. Outlook will proceed to start and then ask if you are sure you wish to start in safe mode.



### Do you want to start Outlook in safe mode?

2. You should now press the **Yes** button and Outlook will start in Safe Mode with add-ins disabled.
3. Once Outlook starts, you can confirm you are in Safe Mode, as the title of the Outlook window will state "Microsoft Outlook (Safe Mode)", as shown below.

Inbox [redacted] - Microsoft Outlook (Safe Mode)



### Microsoft Outlook started in Safe Mode

4. When done using Outlook, you can simply close the program.

It should be noted that you need to repeat this procedure every time you want to start Outlook in Safe Mode.

If these methods do not work, please leave a comment.



*This is a developing story.*

*Update 7/15/20: Added more information about an update causing the problem, Microsoft incident report, and how to fix the crashes. Added Safe Mode startup.*

<https://www.bleepingcomputer.com/news/microsoft/microsoft-outlook-is-crashing-worldwide-with-0xc0000005-errors-how-to-fix/>