

Fix Outlook crash when opening or creating email

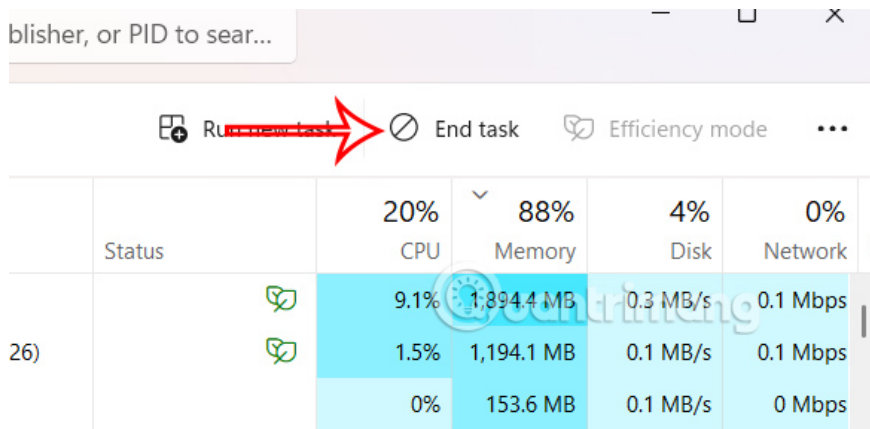
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After downloading update 412 for Outlook on Microsoft 365 Office, many users are experiencing the email application crashing whenever they reply to an email, forward, read, or even create a new email. This Outlook crash error is accompanied by error code 0x0000005. Here is a guide to fix Outlook crashing when opening or creating an email.

How to fix Outlook crash when opening or creating email

Step 1:

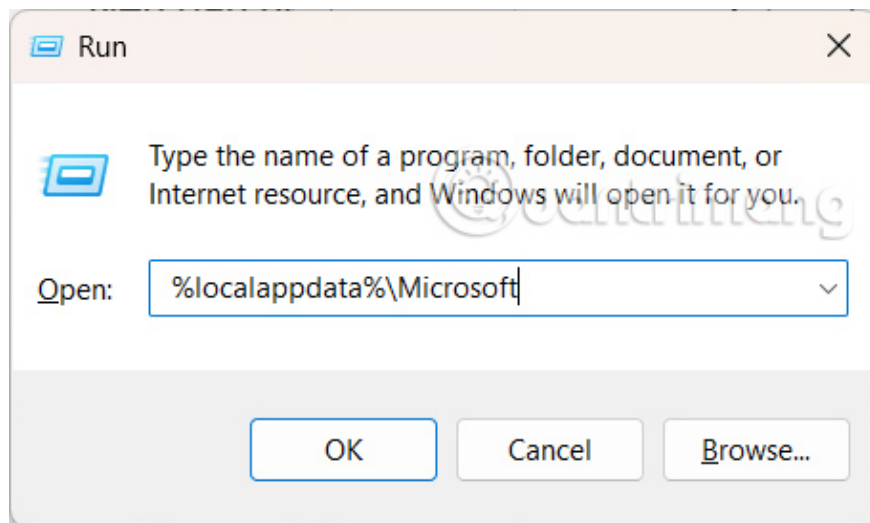
First, **open Task Manager** , then **right-click on Outlook** and **select End Task** to stop the task.



Step 2:

Outlook mail issue crashes when opening or creating mail related to form library. Microsoft has suggested users to create a new FORMS2 folder.

You **open the Run dialog box** , then **type %localappdata%Microsoft** and press OK to access.



Step 3:

Then we proceed **to create a new folder called FORMS2** . If you are notified that the FORMS2 folder already exists, replace the old FORMS2 folder with the new folder.

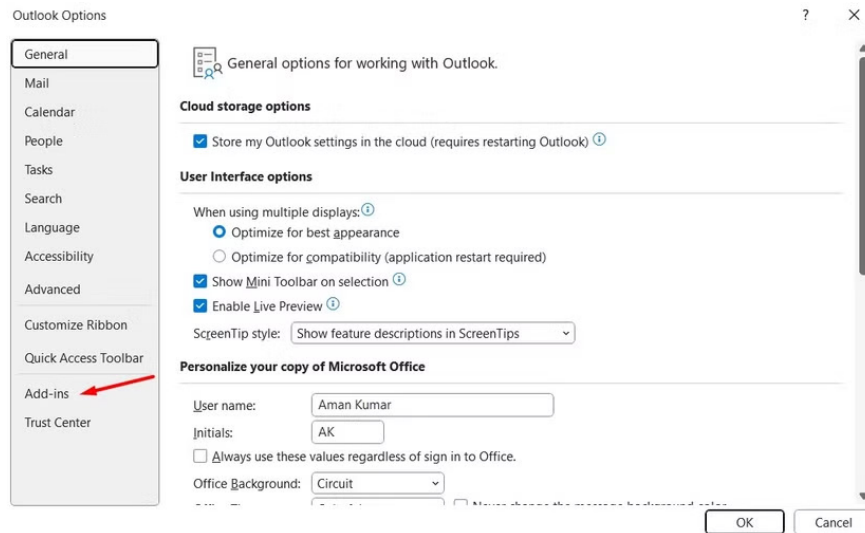
Finally we restart the computer to fix the error Outlook crashes when opening or creating email.

TeamsMeetingAdd-in	6/13/2025 7:51 AM	File folder
TeamsMeetingAddinMsis	4/8/2025 1:28 PM	File folder
TeamsPresenceAddin	8/30/2022 12:59 PM	File folder
TokenBroker	8/30/2022 11:43 AM	File folder
Vault	9/1/2022 2:05 PM	File folder
Windows	6/19/2025 10:24 AM	File folder
Windows Live	8/30/2022 4:03 PM	File folder
Windows NT	1/24/2025 10:22 AM	File folder
WindowsApps	6/18/2025 8:43 AM	File folder
FORMS2	6/20/2025 10:38 AM	File folder

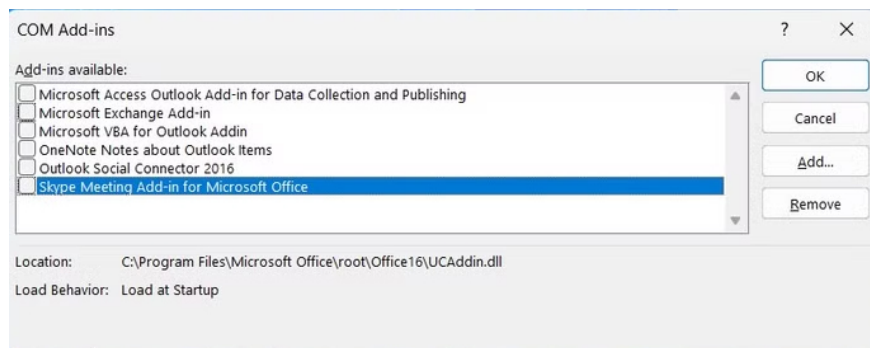
Other solutions to fix Outlook crashing when opening or creating email

Remove problematic add-ons

Older versions of Outlook may crash due to add-ins. To detect such add-ins, **open the Run dialog box** , type **outlook.exe /safe** to access it. Then, click **File > Options > Add-ins** .



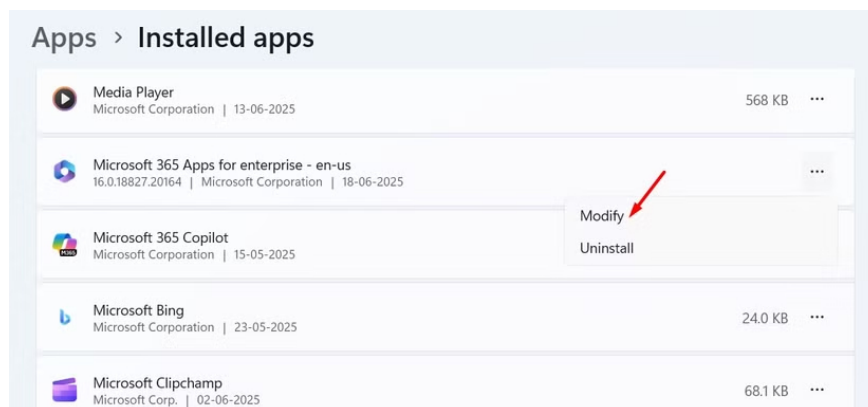
Select **COM Add-ins** and press **GO** . **Uncheck all installed add-ins** and press **OK** and then restart Outlook.



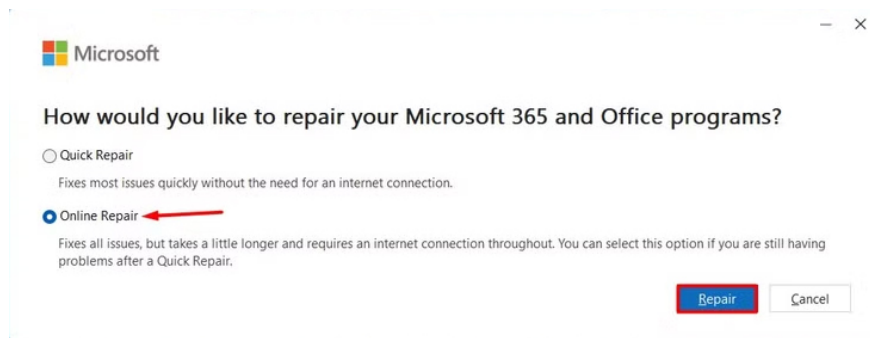
Use the troubleshooting tool in Outlook

Microsoft provides built-in repair functionality for Office applications that you can use to fix problems with Outlook.

Go to **Settings** and select **Apps > Installed apps** , then click **the 3-dot icon at Microsoft 365** and select **Modify**



Then we select **Online Repair** and click **Repair** .



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