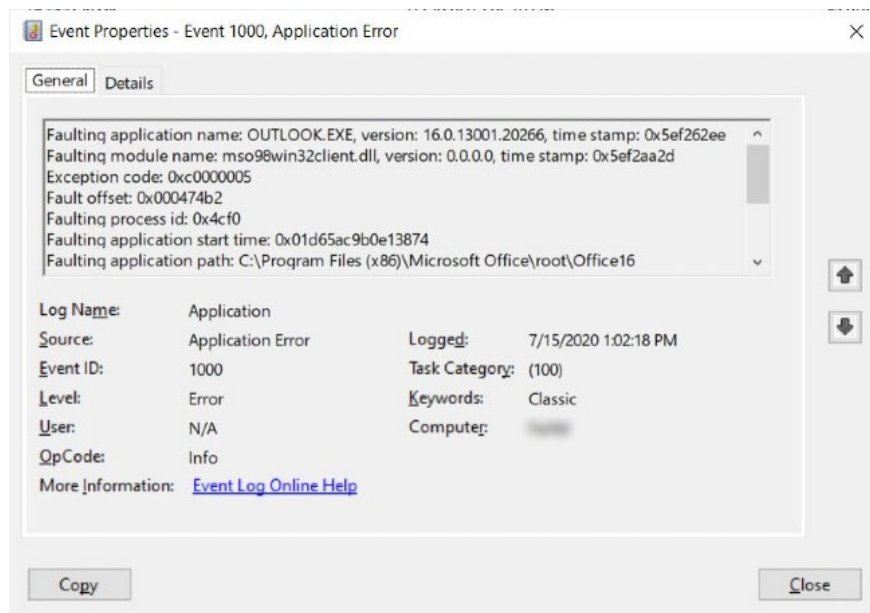


How to fix 0xc0000005 error on MS Outlook causing Outlook crash globally

Currently, the Microsoft Outlook application is having problems globally. Specifically, the application will hang (crash) as soon as the user opens and displays the error message 0xc0000005 in Windows Event Viewer.

In the incident notice, the Microsoft 365 Admin Center confirmed the error and suggested that users use the web or mobile version instead until the problem is resolved. According to some other users, rolling back to an old version of Outlook will help fix this problem.



Outlook is experiencing error 0xc0000005 globally

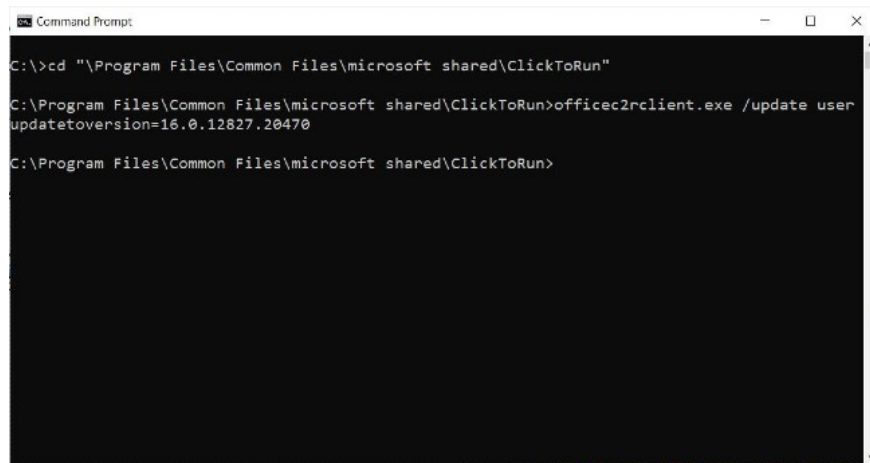
If you get error 0xc0000005, here are two workarounds you can do:

Method 1: Roll back to the old version of Outlook, released 6/2020

To return to the version of Microsoft Outlook released on June 24, 2020 to troubleshoot the problem, follow these steps:

B1: Open a command window by clicking **Start Menu** and typing **CMD** . When the command window opens, click it.

B2: In the command **prompt** , type **cd "Program FilesCommon Filesmicrosoft sharedClickToRun"** and press **Enter** .

A screenshot of a Windows Command Prompt window. The title bar reads "Command Prompt". The command prompt shows the following text:

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

Roll back to an older version of Outlook is one of the methods to solve the problem

B3: Currently, you have been moved to the ClickToRun folder. Type **officec2rclient.exe / update user updatetoverison = 16.0.12827.20470** and press **Enter** .

B4. The downloader will be activated to download the special version of Microsoft Office and roll back to the old version. You need a bit of patience because this process will take a few minutes, depending on your computer configuration and network speed.

B5. When the update is completed, the "Updates were installed" message will be displayed and you just need to click the **Close** button .

B6. Now that Outlook has been rolled back to the old version, you can start Outlook to start work.

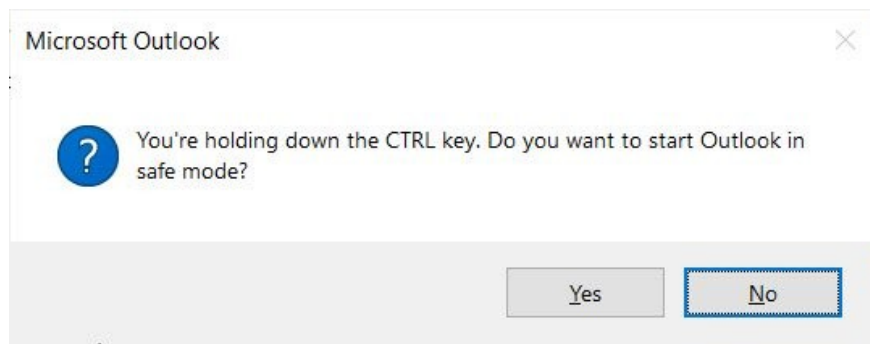
Some users will not find this method effective. Then, you need to replace the command at B3 with **officec2rclient.exe / update user updatetoverison = 16.0.12527.20880** to solve the problem.

Method 2: Run Outlook in Safe Mode

If you do not want to roll back to an earlier version of Microsoft Office, you can run Microsoft Outlook in Safe Mode. However, you should note that in Safe Mode, all Outlook add-ons, including security utilities, will be disabled.

To start Outlook in Safe Mode, follow these steps:

B1: Press and hold **Ctrl** button on keyboard then run Microsoft Outlook. Outlook will start and ask if you are sure you want to run it in Safe Mode.



Start Outlook in Safe Mode

B2: Click **Yes** to confirm.

B3. After booting, you will see the Safe Mode indicator displayed in the title bar.



The title bar displays the Safe Mode status of Outlook

You need to repeat these operations every time you want to start Outlook in Safe Mode.

Good luck!

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