

How to fix error code 0x80004005 in Outlook

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Error 0x80004005 in Outlook

Error 0x80004005 is a common problem in Outlook, whether you are using an email client application from Microsoft 365, Office 2019, Office 2016 or earlier versions and may be due to a number of reasons, including by the program. Third-party antivirus blocks scripts, malicious attacks, missing or corrupted keys in the Registry or problems with Outlook profiles.

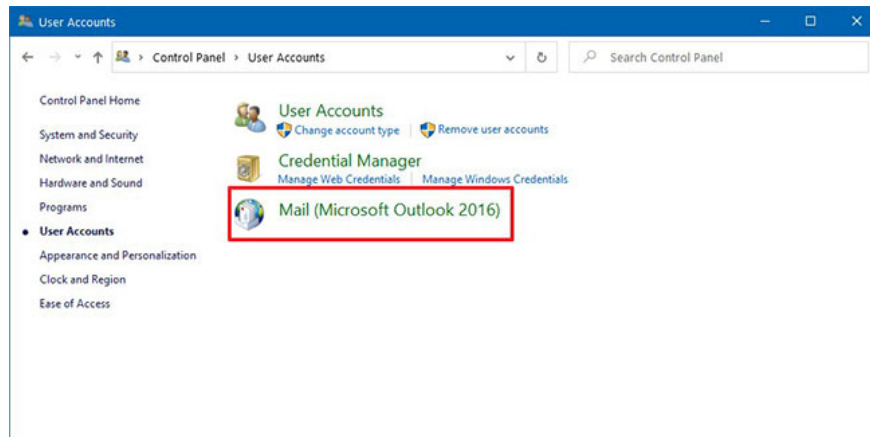
Whatever the reason, if you are having this problem, the best solution is to create and switch to a new Outlook profile.

In this guide, you will learn the steps to fix error 0x80004005 with the message *The operation failed* in the desktop version of Outlook for Windows 10.

How to fix error 0x80004005 in Outlook

To fix error 0x80004005 when sending and receiving email in Microsoft Outlook, follow these steps:

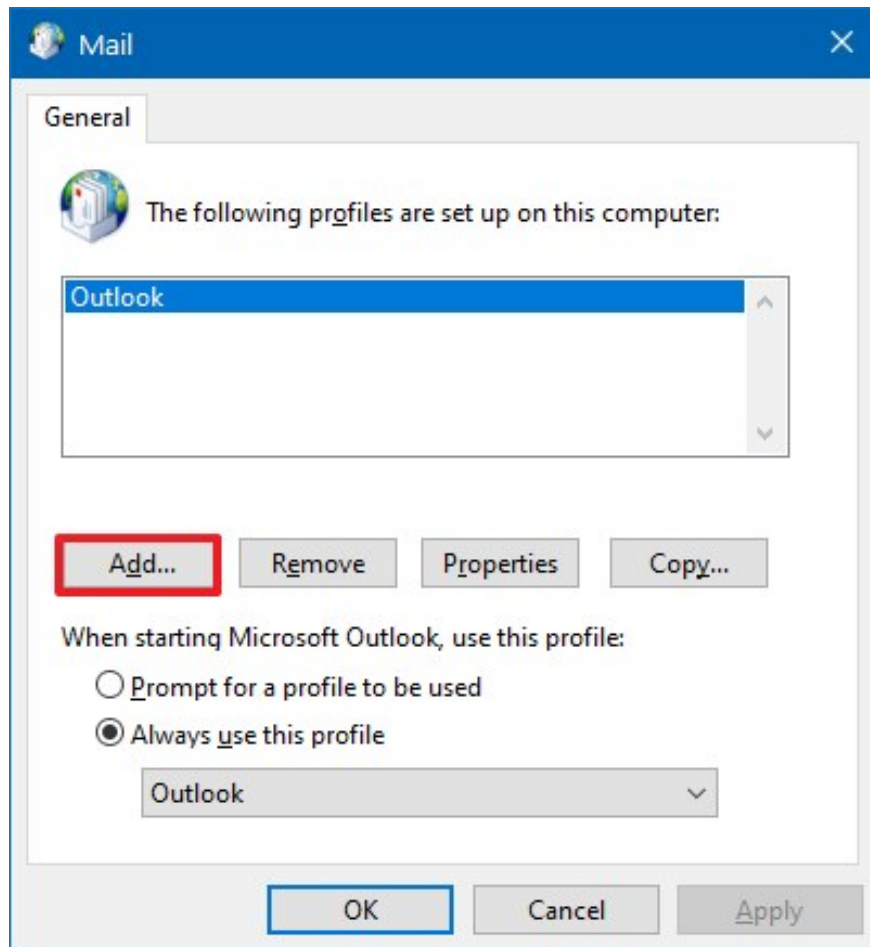
1. Open Control Panel.
2. Click **User Accounts**.
3. Click **Mail (Microsoft Outlook)** .



Click on Mail (Microsoft Outlook)

4. Click the **Show profiles** button .

5. Click the **Add** button .

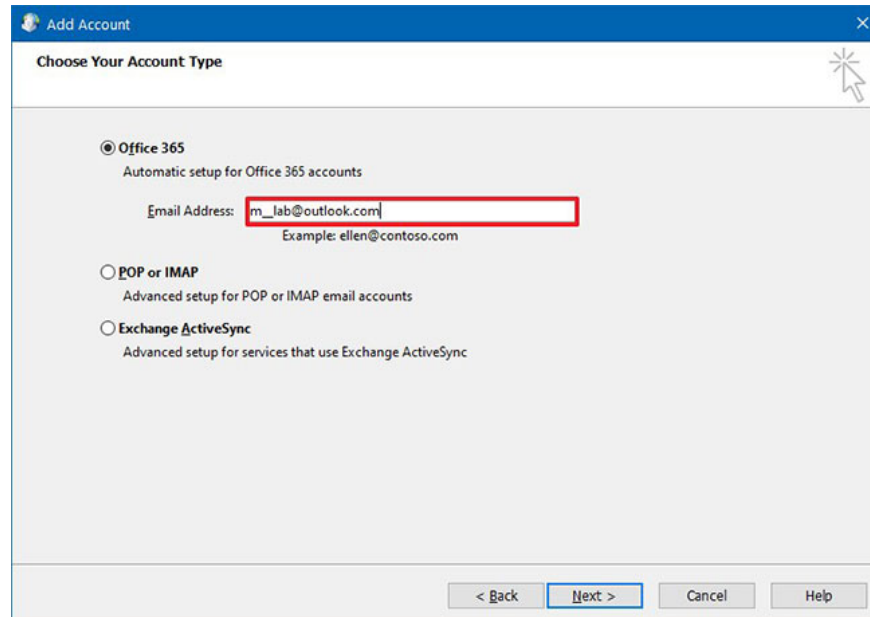


Click the Add button

Quick tip : You don't need to delete your old profile, as you may need it to restore information in the future.

6. Confirm the new name for the profile to fix *Sending and receiving reported error '0x80004005': The operation failed* .

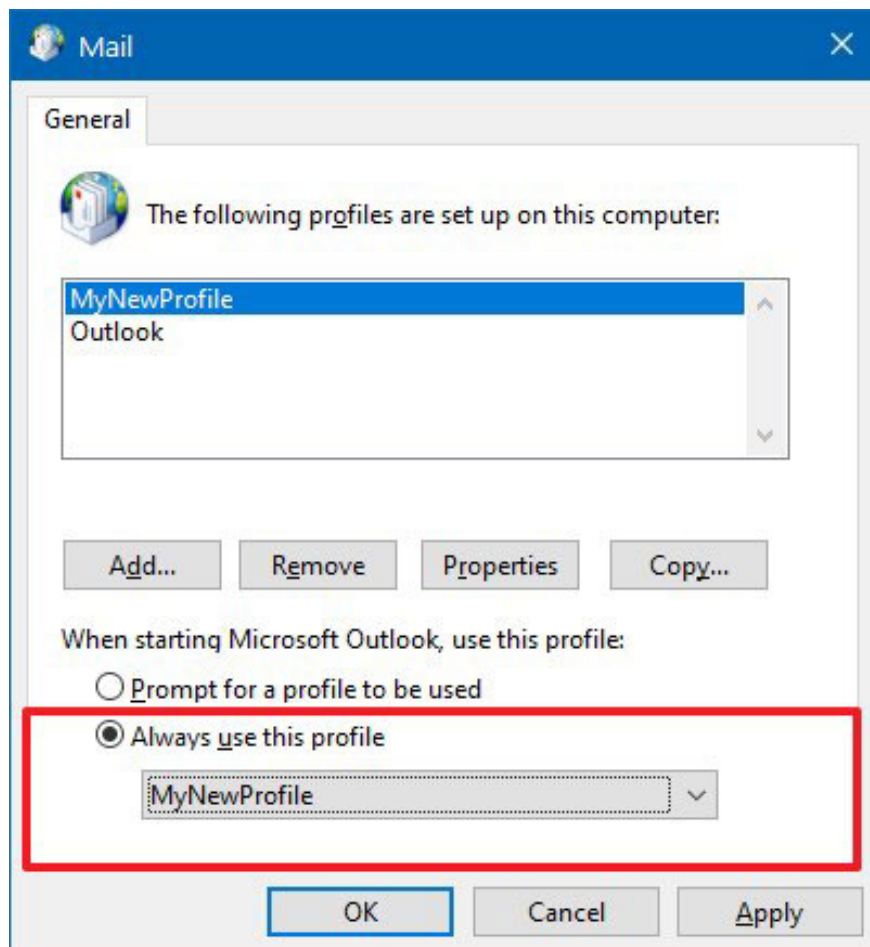
7. Click the **OK** button .
8. Select the **Manual setup or additional server types option** .
9. Click the **Next** button .
10. Select the **Office 365** option (if available).



Select Office 365 options

Note: Selecting this option and the next steps will depend on the service you use.

11. Confirm your email address.
12. Click the **Next** button .
13. Continue with the instructions on the screen (if applicable).
14. Click the **Finish** button .
15. In the **Always use this profile section** , select the newly created profile.



In the Always use this profile section, select the newly created profile

16. Click the **Apply** button .

17. Click the **OK** button .

When you complete the steps, you will start with the new profile and no longer see the error 0x80004005 when trying to receive email from an online service.

In the unlikely event that the problem persists and you are using a third-party antivirus program, such as Norton Antivirus, you can also try disabling script blocking from application installation. Or if you're running Windows 10, you can remove that antivirus and return to use Microsoft Defender Antivirus to see if that fixes the problem.

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