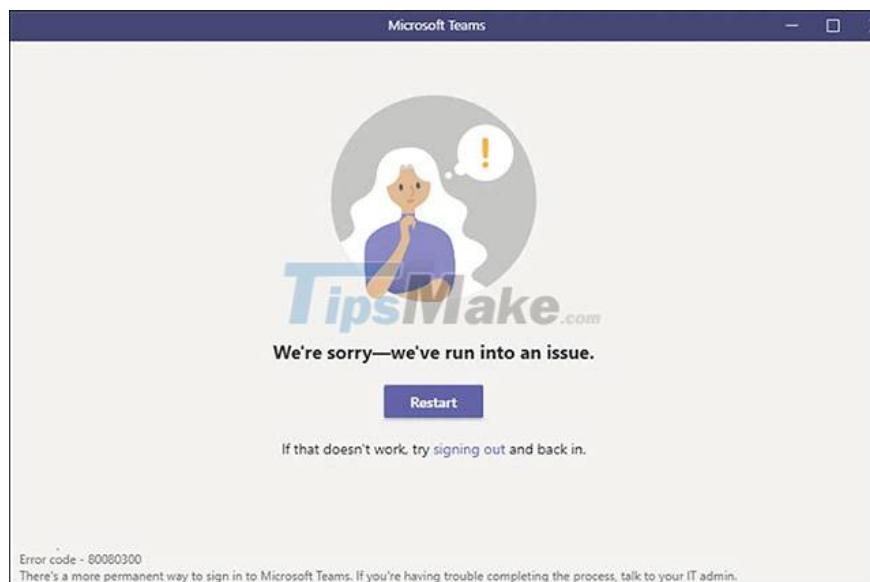


# Latest update for Windows 10 1909 keeps users from signing in to Microsoft 365 apps

A series of Windows 10 version 1909 users are reporting a recently released cumulative update issue that prevents them from signing in to Microsoft Teams, Microsoft Outlook, Microsoft OneDrive for Business, and some Microsoft services. another 365.

When trying to proceed with the normal login process, users will see a message that says "We ran into a problem. Reconnecting.", and it is accompanied by a request to restart the program.

In addition, the bottom left corner of the screen will also display error code 80080300, as shown below.



According to the results of the initial investigation, this is an issue that stems from Windows 10 cumulative update 1909 KB5003169, which was released last week as part of the periodic May 2021 Patch Tuesday updates.

Microsoft has noted the problem and said that to fix this problem, users need to restart Windows 10 immediately after installing the update.

'We received reports that some users running Windows Update KB 5003169 were unable to connect to Microsoft 365 clients on their PCs, which include Microsoft Teams, Outlook, and OneDrive for Business', Microsoft explained in a recent post.

"As a result of our investigation, it has been determined that a code-related glitch that exists on the recently rolled out KB5003169 update is the cause of the problem."

However, Microsoft also confirmed that only a small number of users are affected by this issue until they restart their Windows 10 system.

In the event that restarting Windows 10 does not resolve the issue, Microsoft recommends that users use the web versions of the Microsoft Teams, OneDrive for Business, and Outlook apps, while waiting for a fix to be fixed. launched.

Windows 10 version 1909 has now entered the death phase. The updated support plan will only be maintained for users running on Enterprise and Education SKUs. Statistics show that about 11% of all PCs running Windows 10 are using version 1909, of which the majority are business users - who will be directly affected by the above issue. Therefore, the fix patch will definitely be released by Microsoft soon.

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