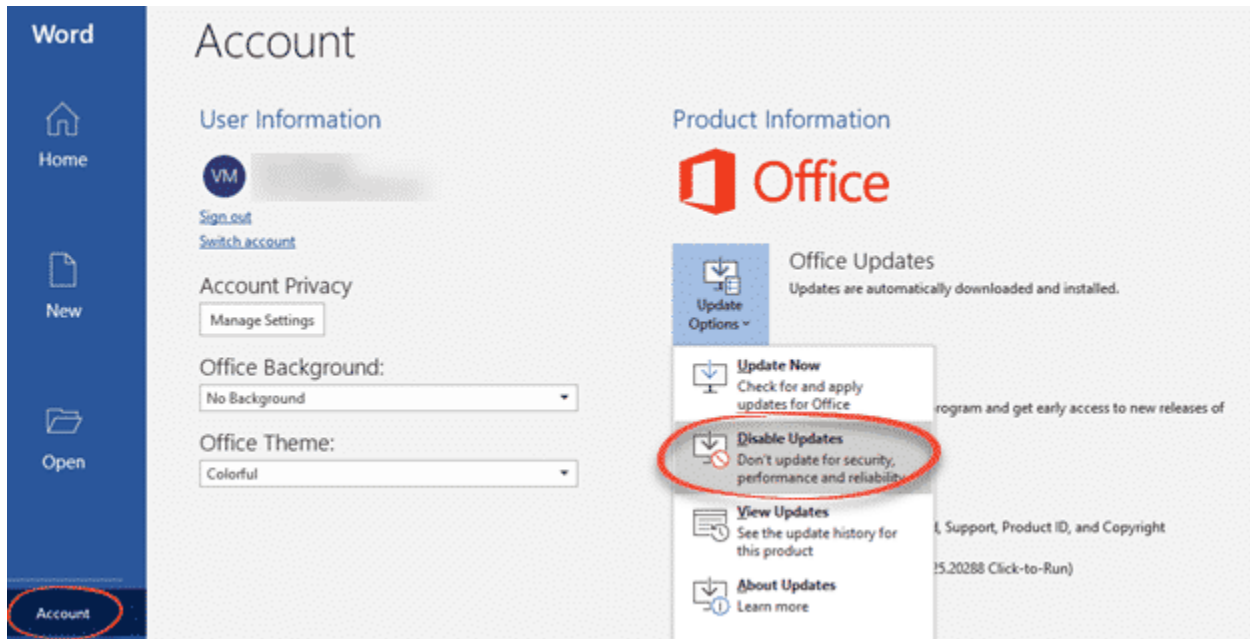


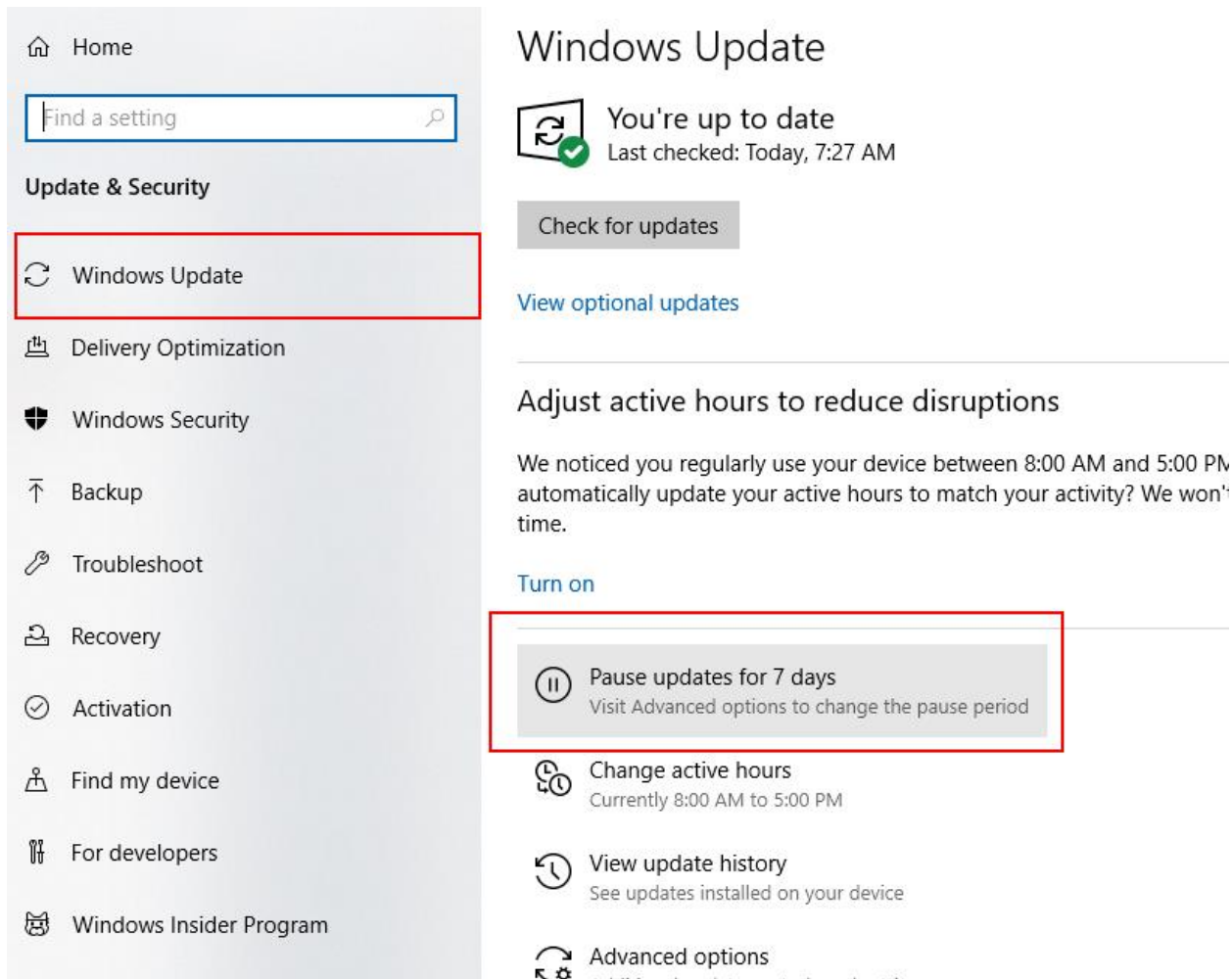
Fixing recent Microsoft Outlook problems – 5/12/21

This is a temporary workaround for issues plaguing most versions of Microsoft Outlook due to a recent update. **Issues include: missing the body of any/all emails, Autocomplete list going upward and enlarged past the edge of the screen.** This fix reverts Outlook/Office back to a slightly older version. Thus we must temporarily pause Office and Windows updates so that your computer doesn't automatically download the broken update again.

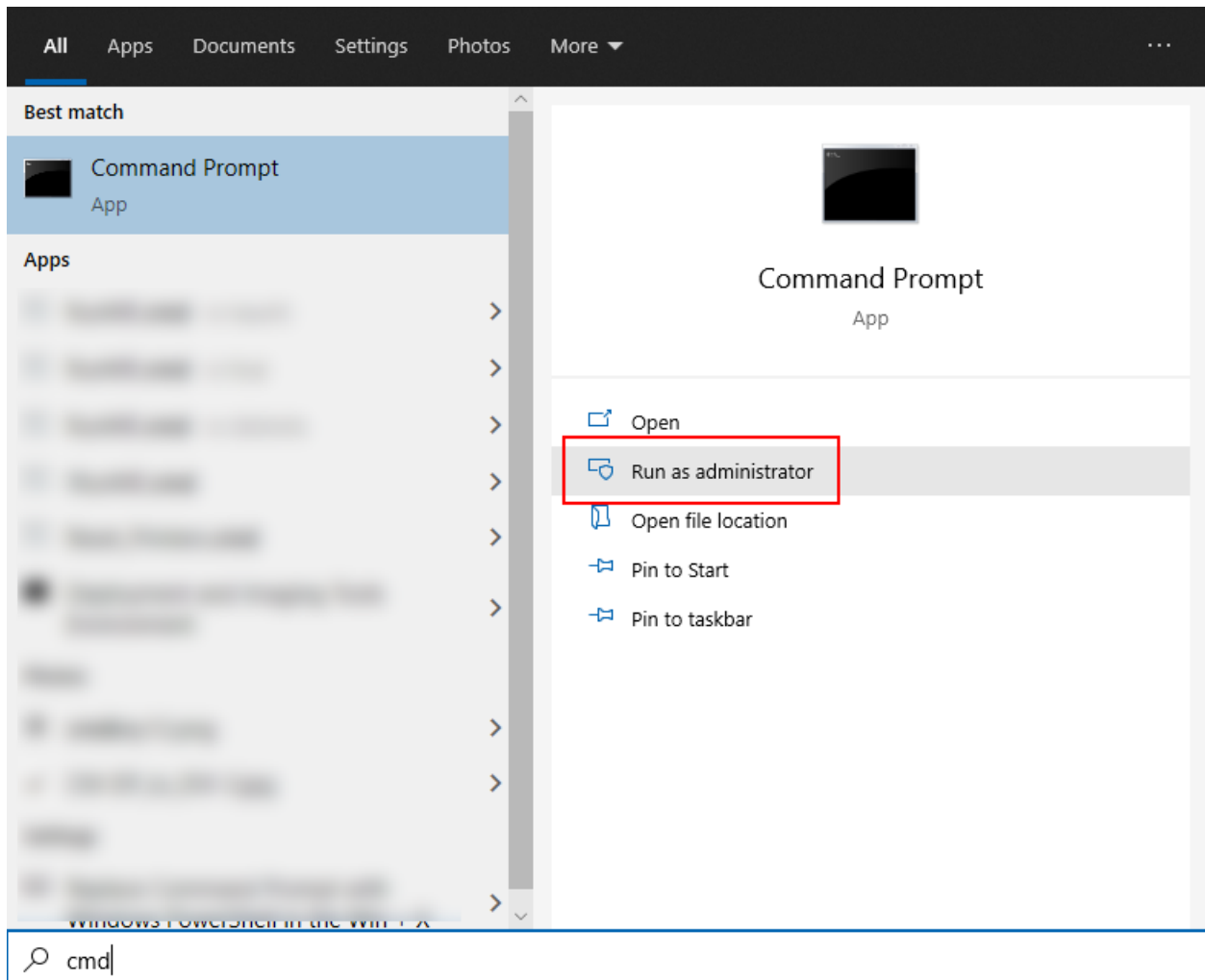
- 1.) First of all, Don't Panic. Nothing in your emails are deleted, it's purely a visual glitch in Outlook.
- 2.) To stop Outlook from updating, click on the File menu, choose Account or 'Office Account' on the left, then in the middle/right, click on 'Update Options' and choose 'Disable Updates' in the drop down menu. You may need to say Yes to a Windows pop-up asking for permission.



- 3.) Close out of Outlook and all other Office programs (Word, Excel, PowerPoint, Access, Publisher).
- 4.) Go to Windows Update and press the Pause button 3 times in order to pause the updates for 3 weeks, since each press will pause Windows Update for 7 days at a time. To get to Windows Updates, click on the Start button and go to Settings (the gear icon), then click on the 'Update and Security' section/category.



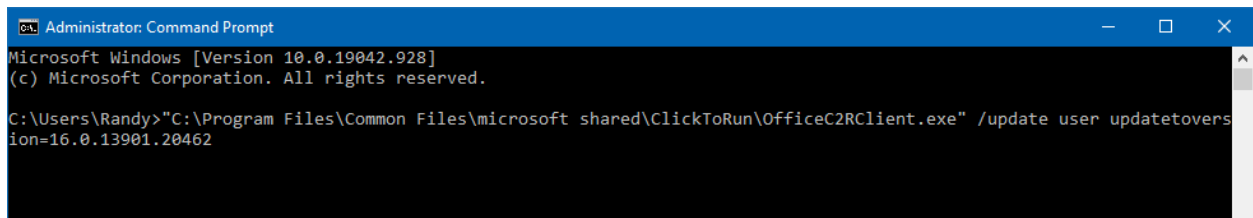
- 5.) Now we need to run a special command with administrative permissions. To do this, we need to run the Command Prompt as an Administrator. Click in the Search bar near the Start button (or the magnifying glass) and type the letters 'cmd'. Command Prompt should be the Best Match and on the right it should allow you to click on 'Run as Administrator' (or you can right-click directly on the Command Prompt app and choose 'Run as Administrator' from there). You may have to say Yes when Windows asks for permission.



- 6.) A black box window should appear, which is the Command Prompt. Copy and Paste the following text into that black box and then press the Enter key. **WARNING: This must be copied Exactly As-Is!**

```
"C:\Program Files\Common Files\microsoft shared\ClickToRun\OfficeC2RClient.exe" /update user updatetoversion=16.0.13901.20462
```

This will run the command and pop-up a new window talking about updating Office. You can close the black box Command Prompt but do not touch the Office Updates window.



- 7.) After a few minutes or so, the Office Updates window will disappear, but it's not done yet. Wait a little longer and a final popup will appear saying the updates are done and you can continue working with Office. Click on the Close button here.
- 8.) That's it, you're done! Go ahead and open Outlook to test. Look at your emails and try creating a new one to verify all looks good.

IMPORTANT: Microsoft has of course been made aware of these issues and is working on a fix. I've heard that something could be released (through Windows/Office Update) in a weeks time, but I would more expect it to be around 3 weeks time for it to become more widely available. Hence why I instructed to pause Windows Updates for 3 weeks, just to be sure the fix was released by that time. You will also need to Undo what you did in Step 2 at that time.

If you have any further issues, please feel free to email or call Western Office Equipment and speak with Randy or Rick.

Thank you!

Western Office Equipment
514 North 32nd St.
Billings, MT 59101
406-245-3029
mail@westernoffice.net

