

## Why has Outlook stopped working and how to fix it?

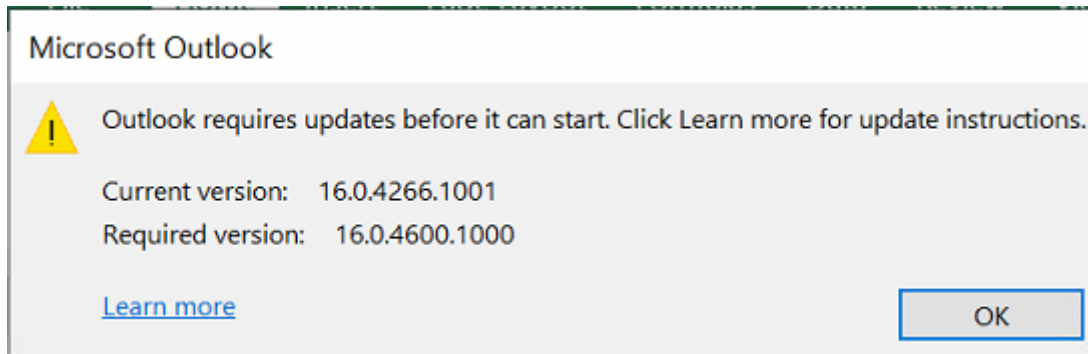
### What's Happening

Outlook not working?

Are you using Office 2013 / 2016 / 2019?

Do you see a message when you start outlook asking to update?

Something like this:



### Why?

The reason is that Microsoft have introduced some minimum version requirements for Outlook connecting to Microsoft 365. Further information about this can be found here:

<https://techcommunity.microsoft.com/t5/microsoft-365-blog/new-minimum-outlook-for-windows-version-requirements-for/ba-p/2684142>

### What can I do to fix it?





The solution is to run windows updates with the office updates included.

How do I do that? I hear you say!

Click on the Windows start button > Settings > Update & Security

In the Windows Update panel on the right, click on *Advanced Options*

### View optional updates

-  **Pause updates for 7 days**  
Visit Advanced options to change the pause period
-  **Change active hours**  
Currently 08:00 to 20:00
-  **View update history**  
See what updates are installed on your device
-  **Advanced options**  
Additional update controls and settings

Then check that the slider is on for “Receive Updates for other Microsoft Products when you update Windows

## 🏠 Advanced options

### Update options

Receive updates for other Microsoft products when you update Windows



On

Then return to Windows updates and click *Check for Updates* if not already running. After quite some time you'll see a number of updates, most of them related to office (Word, Excel & Outlook)

## Windows Update



### Updates available

Last checked: Today, 15:33

Security Update for Microsoft Excel 2016 (KB5002208) 32-Bit Edition

**Status:** Downloading - 0%

Update for Microsoft Office 2016 (KB5002182) 32-Bit Edition

**Status:** Downloading - 0%

Update for Microsoft Office 2016 (KB4484104) 32-Bit Edition

**Status:** Downloading - 0%

Security Update for Microsoft Word 2016 (KB5002184) 32-Bit Edition

**Status:** Downloading - 0%

Security Update for Microsoft Publisher 2016 (KB4493152) 32-Bit Edition

**Status:** Downloading - 0%

## Windows Update

Security Update for Microsoft Project 2016 (KB4484441) 32-Bit Edition

**Status:** Pending install

Update for Microsoft OneNote 2016 (KB4484329) 32-Bit Edition

**Status:** Pending restart

Update for Microsoft Office 2016 (KB4484171) 32-Bit Edition

**Status:** Installing - 20%

### **Make sure they all download and say *Pending Restart*.**

Before clicking the *Restart* Button, scroll down and make sure that ALL of them say pending restart. Do not make the mistake of hitting restart when some updates are still *Pending install* or *Installing*, otherwise all updates will not have been installed.

Once all updates are at *Pending Restart*, click the *Restart Now* button and your computer will restart.

Once your computer reboots, log back in and you should be good to go.