

There has been reports that there are issues with Access applications no longer working with Microsoft 365 build 2105 which was released sometime in late May 2021. This update causes the Access application to crash at the startup. We've prepared this guide to help you determine whether you are impacted or at risk and if so how to fix the issues.

Step #1: Determine the version of your Access / Office

Open your Access. Click File then choose Account and review the account as shown. Note the version and continue to step #2.

↓ **GO TO Step #2**

Step #2: Does your version say "Version 2105"?		
YES:	↓ GO TO Step #4	You are impacted. You must revert to prior version or change channels.
NO:	↓ GO TO Step #3	

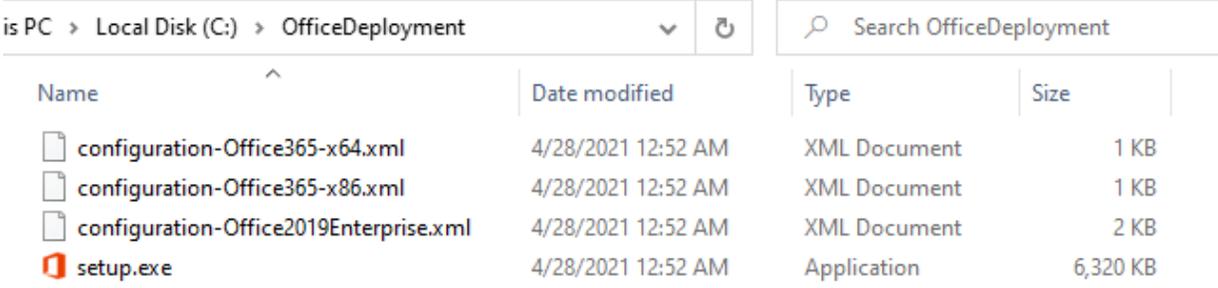
Step #3: Does your version show "Current Channel"?		
YES:	↓ GO TO Step #4	You could be impacted. We suggest that you change channel.
NO:	● STOP	You are not impacted and may disregard.

Step #4: Are you an administrator of your computer?		
YES:	↓ GO TO Step #5	
NO:	● STOP	Contact your IT department or provider for assistance.

Step#5: Do you want to change channel to semiannual? (Recommended)		
YES:	<input type="button" value="↓"/>	GO TO Step#6
NO:	<input type="button" value="↓"/>	GO TO Step#7

Step#6: Changing Office 365 channel to semi-annual

- Download the Office Deployment Tool from here:
<https://www.microsoft.com/en-us/download/confirmation.aspx?id=49117>
- Extract the tool into a directory. Recommended: C:\OfficeDeployment

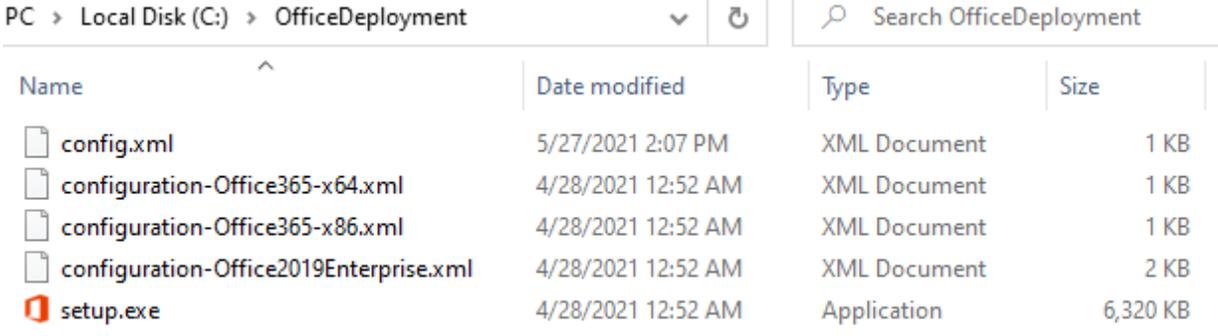


- Create a new text file using notepad. Paste the content into the text file and name it config.xml. Save it in the same directory where you extracted the tool (e.g. full path would be C:\OfficeDeployment\config.xml)

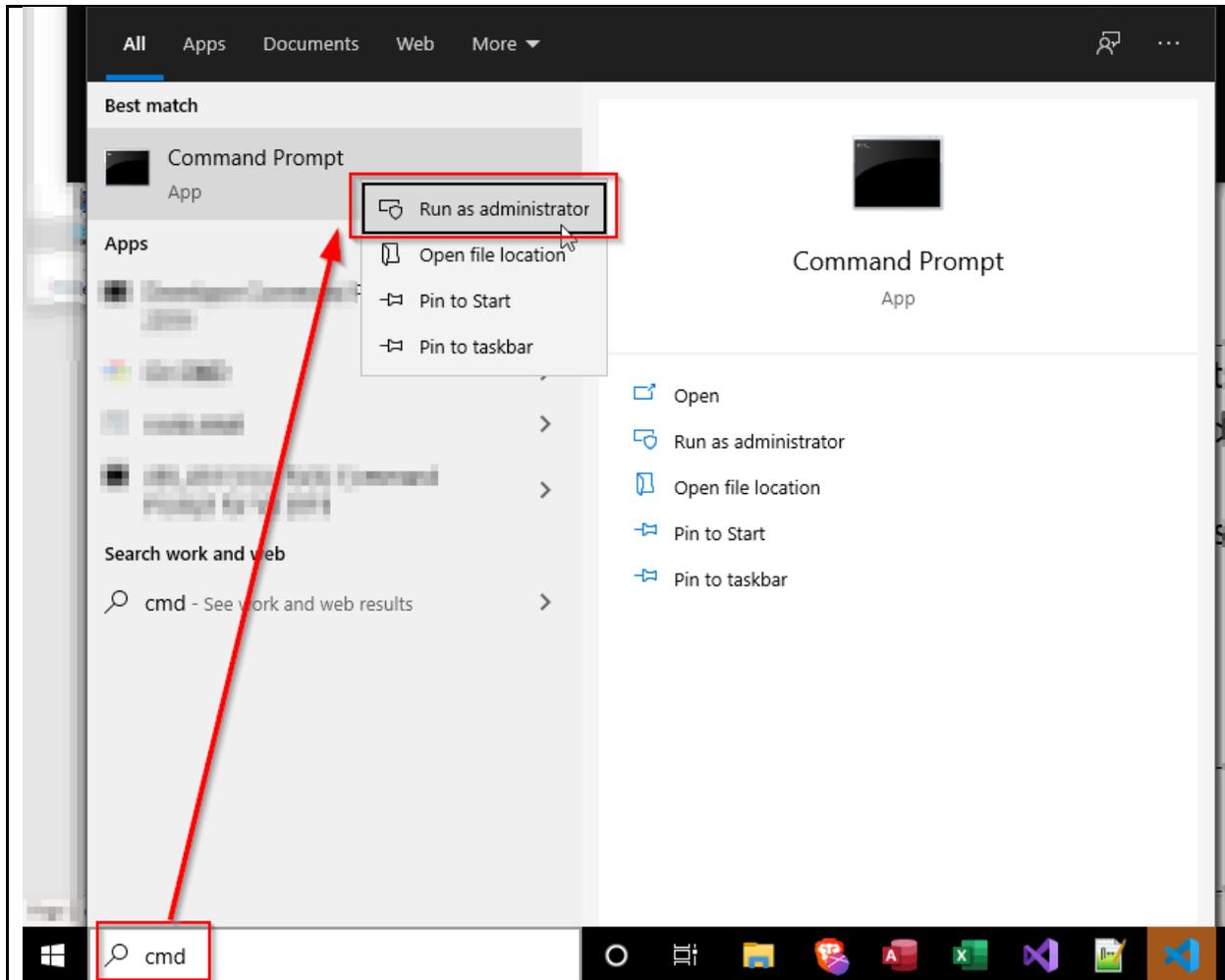
```

<Configuration>
  <Add OfficeClientEdition="64" Channel="SemiAnnual">
    <Product ID="O365ProPlusRetail" >
      <Language ID="en-us" />
    </Product>
  </Add>
</Configuration>

```



- Open command prompt as an administrator by pressing Windows keys, typing in cmd then right-click to choose Run As Administrator.01



5. Enter the following command prompt and press ENTER:

```
cd C:\OfficeDeployment
```

```
C:\> Administrator: Command Prompt
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.
C:\Windows\system32>cd C:\OfficeDeployment
C:\OfficeDeployment>
```

6. Enter the next command prompt and press ENTER:

```
setup.exe /configure config.xml
```

```
C:\> Select Administrator: Command Prompt
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Windows\system32>cd C:\OfficeDeployment
C:\OfficeDeployment>setup.exe /configure config.xml
C:\OfficeDeployment>
```

7. You should see a dialog indicating the Office is installing.

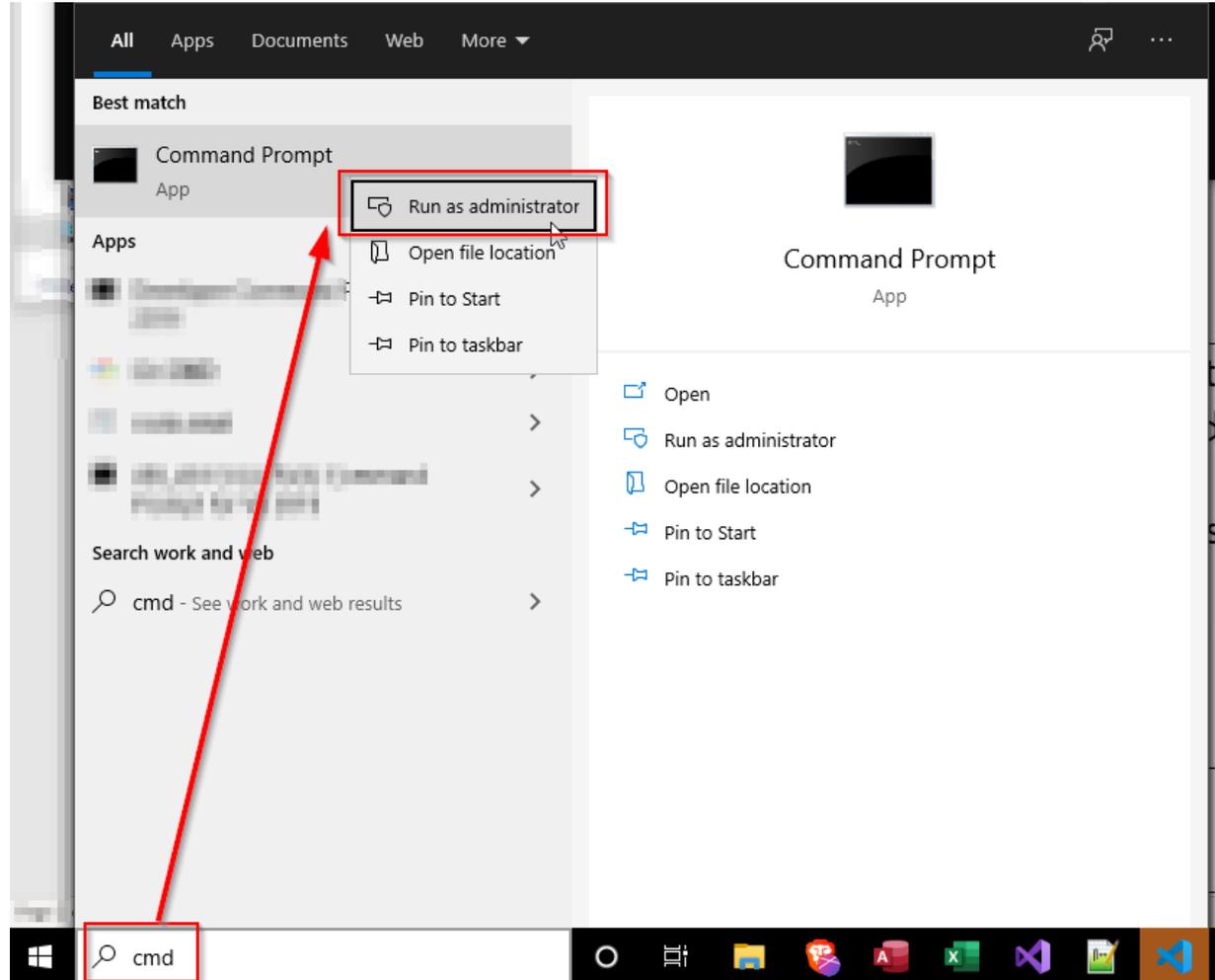
The screenshot shows a Windows Command Prompt window in the background with the following text:
Administrator: Command Prompt - setup.exe /configure config.xml
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.
C:\Windows\system32>cd C:\OfficeDeployment
C:\OfficeDeployment>setup.exe /configure
C:\OfficeDeployment>

Overlaid on top of the Command Prompt is a Microsoft Office installation dialog box. The dialog box has a white background and a thin orange border. At the top left is the Microsoft logo and the word "Microsoft". In the center, there are icons for Word (W), Excel (X), PowerPoint (P), Outlook (O), and OneNote (N) in the first row, and PowerPoint (P), Access (A), Skype (S), and OneDrive (cloud icon) in the second row. Below the icons, the text reads "Please stay online while Office downloads" above a horizontal progress bar. At the bottom of the dialog box, it says "We'll be done in just a moment."



Step#7: Changing Office 365 version within same channel

1. Open command prompt as an administrator by pressing Windows key then type in cmd and right-click to choose Run As Administrator.



2. Enter the following command as a single line and press ENTER when done.

```
"C:\Program Files\Common Files\microsoft shared\ClickToRun\OfficeC2RClient.exe" /update user updatetover=16.0.13929.20386
```

3. You should see a message that Office 365 is updating.

Administrator: Command Prompt

Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.

```
C:\windows\system32>"C:\Program Files\Common Files\microsoft shared\ClickToRun\OfficeC2RClient.exe" /update user update  
version=16.0.13929.20386
```

C:\windows\system32>



Microsoft

Downloading Office updates...

You can keep using Office while we download in the background.



 **STOP**