

There have 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.

The screenshot shows the Microsoft Access 'Account' screen. On the left, a red sidebar has 'Account' selected. The main area shows 'User Information' with a placeholder profile picture and links for 'Change photo', 'About me', 'Sign out', and 'Switch account'. Below that is 'Account Privacy' with a 'Manage Settings' link. Under 'Office Background', 'Clouds' is selected. 'Office Theme' is set to 'Colorful'. 'Connected Services' lists two services with an 'Add a service' button. To the right, 'Product Information' shows 'Microsoft' and 'Subscription Product' as 'Microsoft 365 Apps for enterprise'. It also shows 'Belongs to' and 'This product contains' sections. 'Office Updates' says 'Updates are automatically downloaded and installed.' Below that is 'About Access' with a link to 'Version 2105 (Build 14026.20046 Click-to-Run) Current Channel'. A red arrow points from the 'About Access' section to the 'Current Channel' link. 'What's New' is also visible. At the bottom, a button says 'GO TO Step #2'.

Step #2: Does your version say "Version 2105"?		
YES:	<input type="button" value="↓ GO TO Step #4"/>	You are impacted. You must revert to prior version or change channels.
NO:	<input type="button" value="↓ GO TO Step #3"/>	

Step #3: Does your version show "Current Channel"?		
YES:	<input type="button" value="↓ GO TO Step #4"/>	You could be impacted. We suggest that you change channel.
NO:	<input checked="" type="button" value="STOP"/>	You are not impacted and may disregard.

Step #4: Are you an administrator of your computer?		
YES:	<input type="button" value="↓ GO TO Step #5"/>	
NO:	<input checked="" type="button" value="STOP"/>	Contact your IT department or provider for assistance.

Step #5: Do you want to change channel to semiannual? (Recommended)

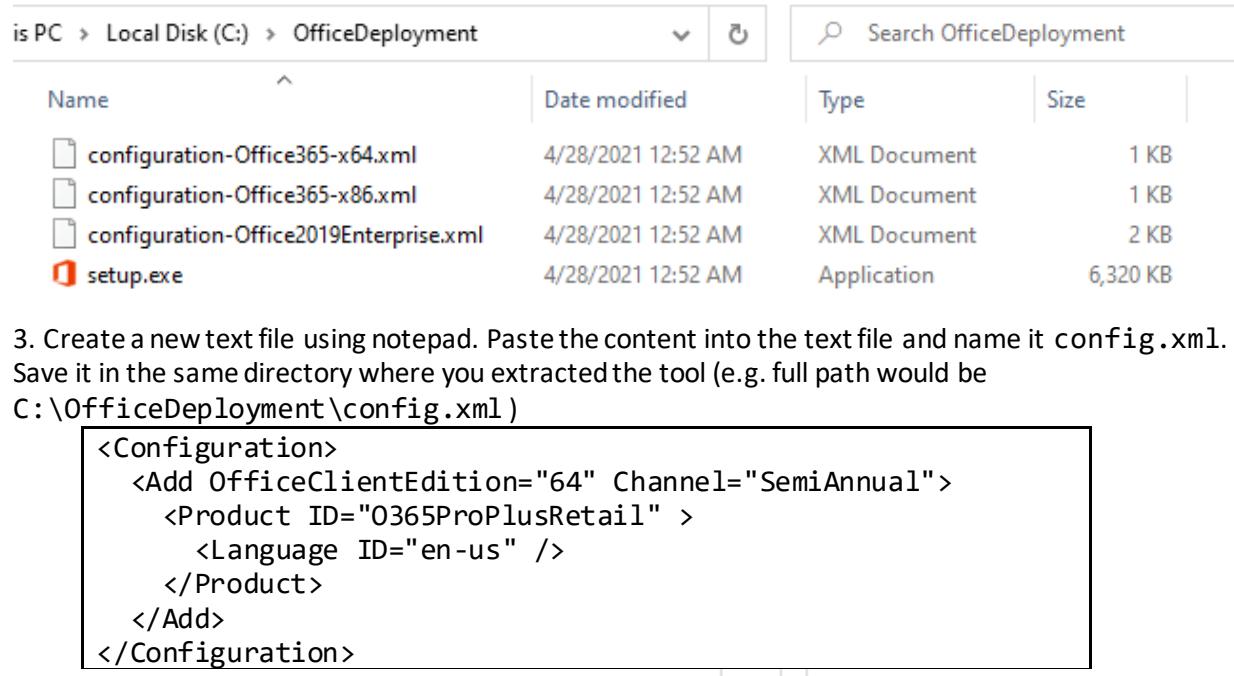
YES:	<input type="button" value="↓ GO TO Step #6"/>
NO:	<input type="button" value="↓ GO TO Step #7"/>

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

1. Download the Office Deployment Tool from here:

<https://www.microsoft.com/en-us/download/confirmation.aspx?id=49117>

2. Extract the tool into a directory. Recommended: C:\OfficeDeployment

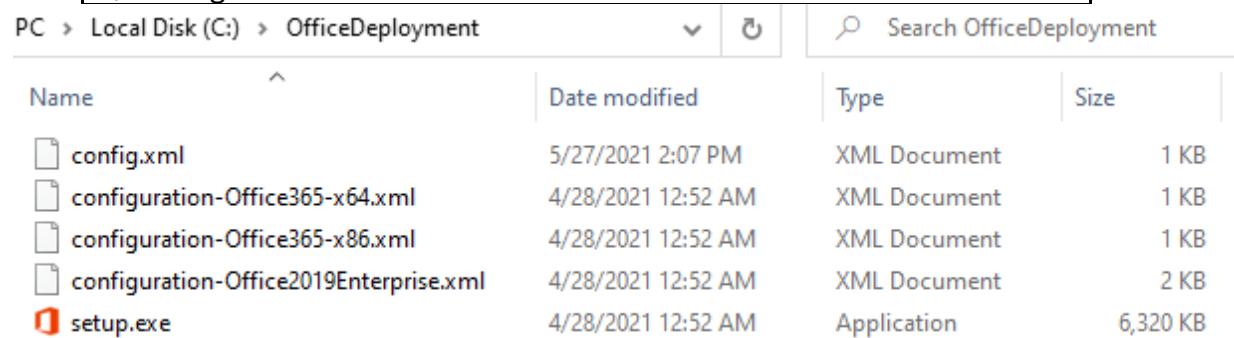


3. Create a new text file using notepad. Paste the content into the text file and name it config.xml.

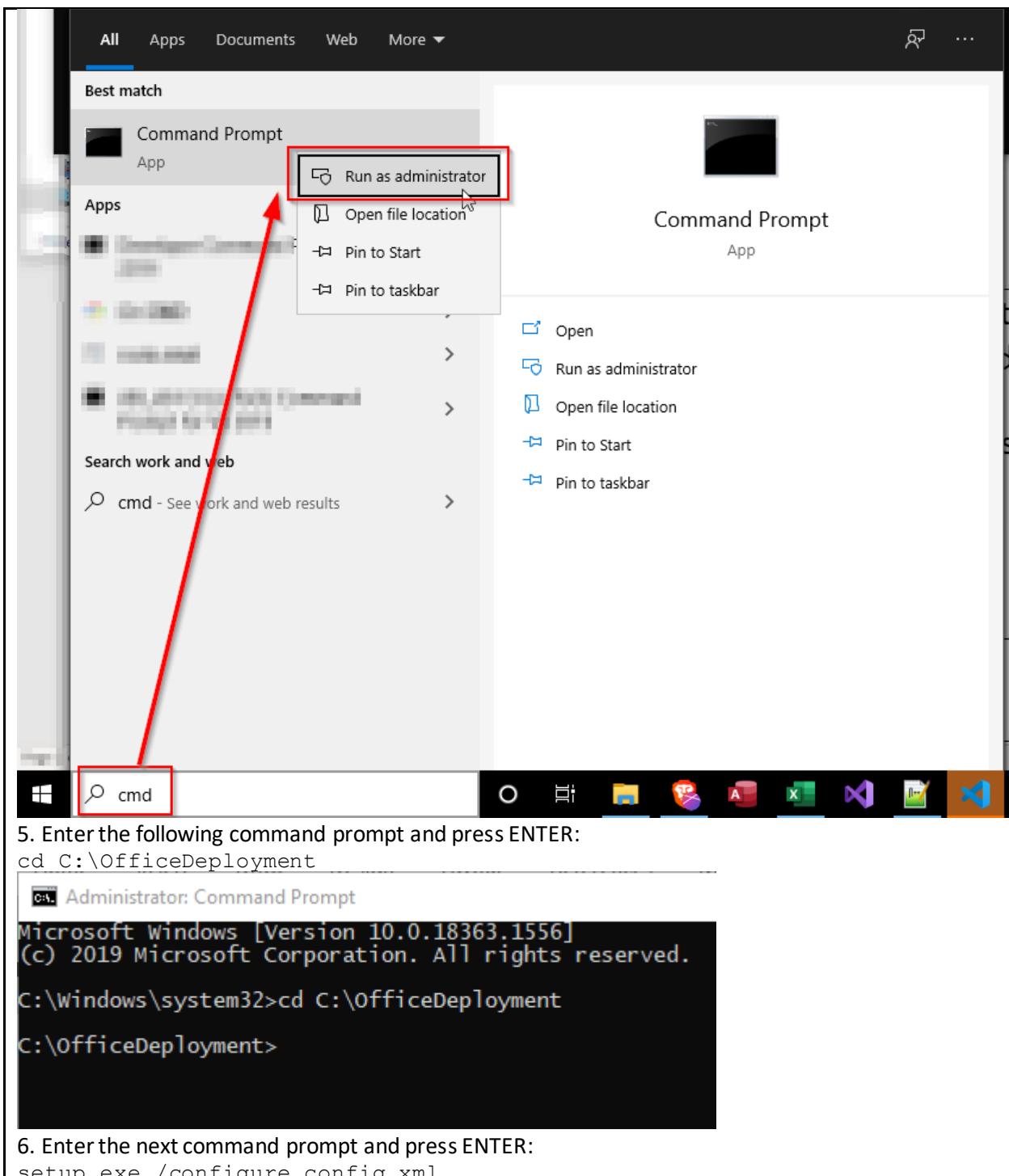
Save it in the same directory where you extracted the tool (e.g. full path would be

C:\OfficeDeployment\config.xml)

```
<Configuration>
  <Add OfficeClientEdition="64" Channel="SemiAnnual">
    <Product ID="0365ProPlusRetail" >
      <Language ID="en-us" />
    </Product>
  </Add>
</Configuration>
```



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



 Select Administrator: Command Prompt

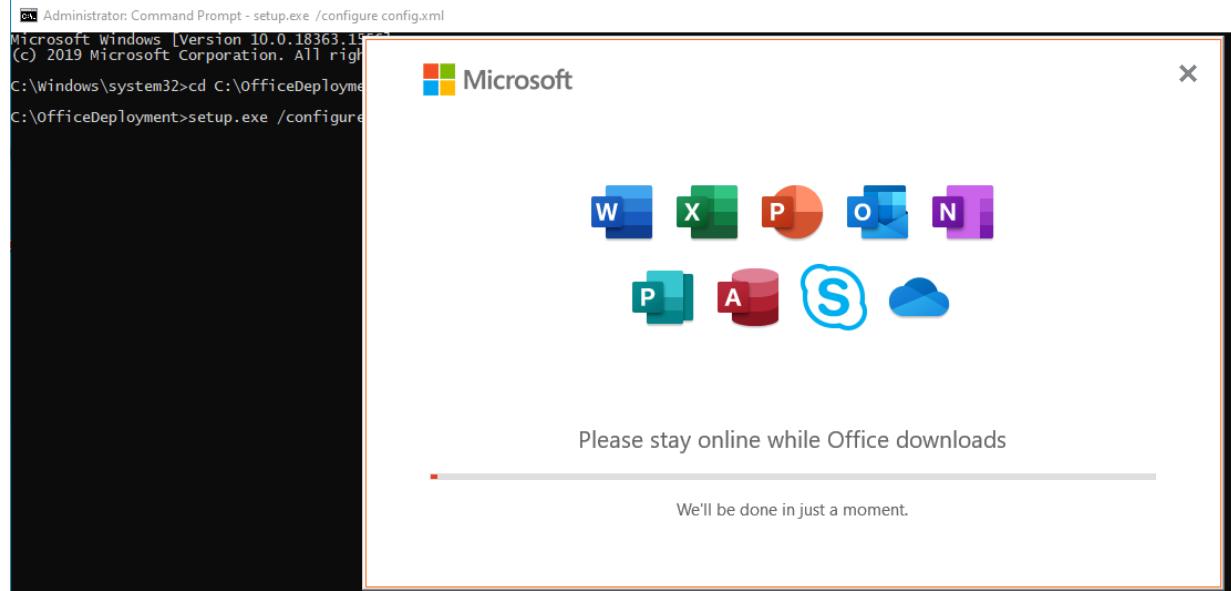
```
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Windows\system32>cd C:\OfficeDeployment

C:\OfficeDeployment>setup.exe /configure config.xml

C:\OfficeDeployment>
```

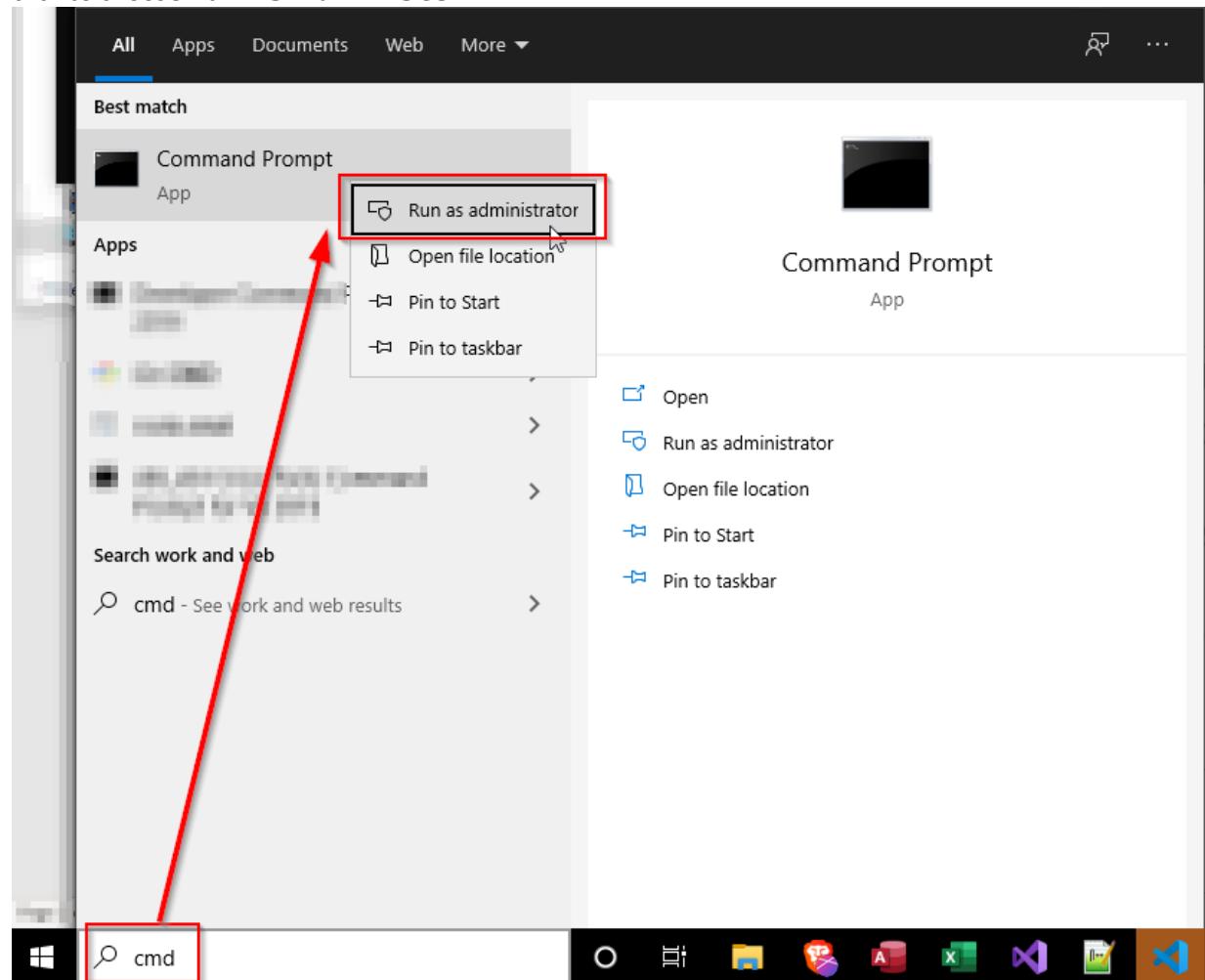
7. You should see a dialog indicating the Office is installing.



 **STOP**

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 updatetoversion=16.0.13929.20386
```

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

