

# Microsoft Update causes Outlook 2010 to run in Safe Mode

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A Windows Update released 9/12/15 has caused issues for all users of Microsoft Office 2010. Microsoft Office users are reporting that their Outlook is stuck in 'safe mode'. This Outlook glitch caused by one specific Windows Update will prevent all Outlook Add-ins from starting, preventing 3rd party applications from Integrating with Outlook. Microsoft Office 2010 users are complaining about this problem around the globe.

## **We have found a solution:**

To remove the erroneous update please refer to the following Official Windows article - <https://support.microsoft.com/en-us/kb/3114409> underneath the heading "More Information - How to uninstall this update".

Please note that computers that receive updates via Windows Software Update Services (like computers on a Small Business Server Domain) will automatically reinstall the update once it has been manually uninstalled. Please contact Computer Doctor for assistance modifying WSUS servers.

## **How to uninstall this update**

### **Windows 10**

1. Go to Start, enter View Installed Updates in the Search Windows box, and then press Enter.
2. In the list of updates, locate and then select update KB3114409, and then select Uninstall.

### **Windows 8 and Windows 8.1**

1. Swipe in from the right edge of the screen, and then select Search. If you're using a mouse, point to the lower-right corner of the screen, and then select Search.
2. Enter windows update, select Windows Update, and then select Installed Updates.
3. In the list of updates, locate and then select update KB3114409, and then select Uninstall.

### **Windows 7, Windows Vista**

1. Go to Start, enter Run, and then select Run.
2. Enter Appwiz.cpl, and then select OK.
3. Select View installed updates.
4. In the list of updates, locate and select update KB3114409, and then select Uninstall.

Once uninstalled you will need to reboot your machine. Thankfully the instructions from Microsoft are well written, however if you require further information we recommend contacting Computer Doctor to assist with this process. If you have any issues remaining after successfully uninstalling Windows Update KB3114409 and restarting your machine please contact Computer Doctor support and let us know you have uninstalled the Windows Update.

If you are using Office 2013 or Office 2016 you are not affected.

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