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Error 0xC0000142 when you start an Office application

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You might see Error 0xC0000142 when you start an Office application. To help you resolve this, try the solutions below. We've listed the most common solutions first so try the steps in the order they're listed.

Buy Microsoft 365

Solution 1 - Update Office

Make sure Office is updated to Version 2102 (Build 13801.20808) or later. If you're not setup for automatic updates do the following:

> **Note:** If your IT admin manages Office updates, you may not be able to do the steps below. Contact your admin for help with this error. If you're the admin and need help managing updates in your organization, see Choose how to manage updates.

1. In the search box on the taskbar type type **Task Scheduler**.

2. Expand the **Task Scheduler Library** and select **Microsoft** > **Office**.

3. In the the middle window find **Office Automatic Updates 2.0**. Right-click it and select **Run**.

If updating Office this way doesn't work, try the other options below.

Solution 2 - Repair Office from the Control Panel
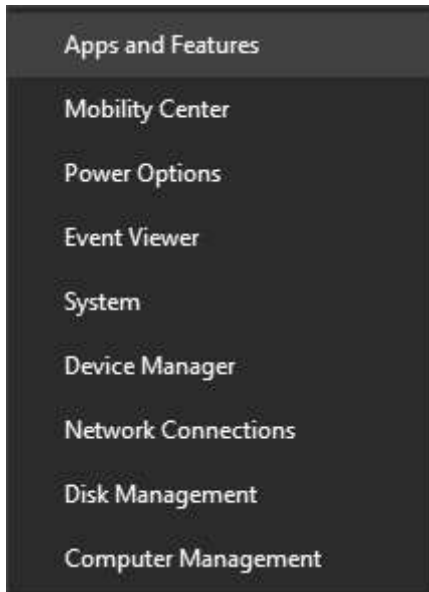
Was this information helpful?   Yes   No   ✕

Select your operating system

Windows 10

1. Right-click the **Start** button 🪟 and select **Apps and Features** on the pop-up menu.

Apps and Features
Mobility Center
Power Options
Event Viewer
System
Device Manager
Network Connections
Disk Management
Computer Management

2. Select the Microsoft Office product you want to repair and select **Modify**. If you don't see any options, select the three dots on the right side.

   Note: This will repair the entire Office suite even if it's just one application you want to repair such as Word or Excel. If you have a standalone app installed, then search for that application by name.

3. Depending on if your copy of Office is Click-to-run or MSI-based install, you'll see the following options to proceed with the repair. Follow the steps for your installation type.

   Click-to-run

   In the window **How would you like to repair your Office Programs**, select **Online Repair** > **Repair** to make sure everything gets fixed. (The faster **Quick**

   MSI-based

   In **Change your installation**, select **Repair** and then click **Continue**.

Was this information helpful?   ✕

detects and then replaces corrupted
files.)

4. Follow the instructions on the screen to complete the repair.

Solution 3 - Run Windows update

Check that you're running the latest version of Windows. See Update Windows 10.

Solution 4 - Ensure the Office Software Protection Platform is running

1. In Windows 10, type **Services** in the search bar and open the app.

2. In the list of Services, look for a service called **Office Software Protection Platform**,
   right-click and select **Properties**.

   Note: If Office Software Protection Platform isn't listed, you're on a newer version of
   Office that doesn't use this service. Proceed to the next recommendation.

3. Confirm that the Startup type is set to **Automatic** and **Service status** is set to **Running**.

4. If **Service status** says **Stopped**, select **Start** to start the service.

Solution 5 - Uninstall and reinstall Office

Tip: Uninstalling Office only removes the Office applications from your computer, it won't
remove any of the files, documents, or workbooks you created using the apps.

Was this information helpful?   ✕

1. Select the button below to start the uninstall troubleshooter.

   Uninstall

2. Click **Open** if you get a pop-up window indicating **This site is trying to open Get Help**.

3. Follow the prompts on the remaining screens and when prompted, restart your computer.

4. Select the steps for the version of Office you want to install or reinstall.

   Microsoft 365 | Office 2024 | Office 2021 | Office 2019 | Office 2016

Important:

- The uninstall troubleshooter currently can't uninstall Office 2024.

- Run the troubleshooter on the same Windows PC with the Microsoft 365 or Office product you want to uninstall.

- You need to be on Windows 10 or higher to run the troubleshooter.

Tip: If the Microsoft 365 uninstall troubleshooter doesn't completely uninstall Microsoft 365 or Office from your PC, you can try to manually uninstall Office.

Need more help?

How can we help you?   →

Was this information helpful?   ✕