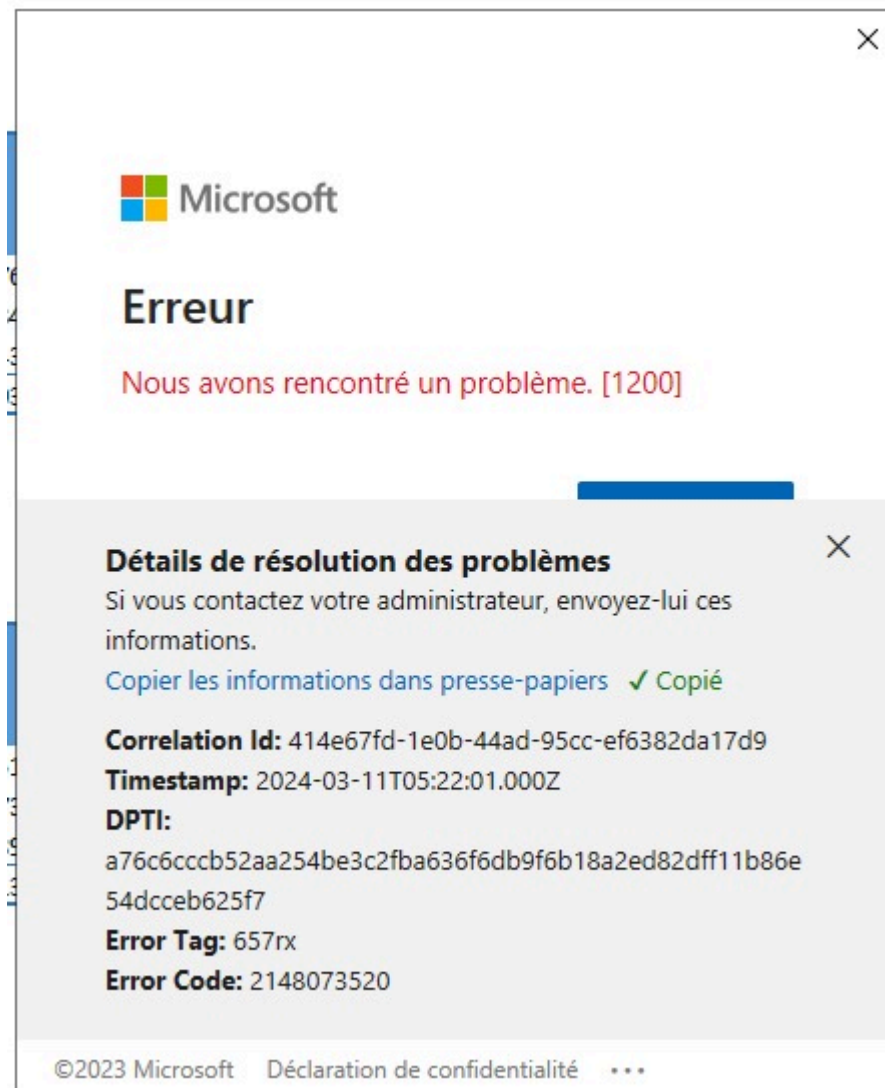# Office activation and repair (11/3/24)

Error message:

Resolution

> 💡 https://learn.microsoft.com/en-us/answers/questions/938875/not-able-to-sign-in-to-my-one-drive

Delete the following folders:

- `%localappdata%/Microsoft/OneAuth` : This folder probably concerns data related to authentication for Microsoft services. It may contain information such as user credentials, tokens, or authentication settings used by various Microsoft applications or services.

- `%localappdata%/Microsoft/IdentityCache` : This folder probably stores cached identity information for Microsoft services. It may contain cached user information, tokens or other data related to user identity management within the Microsoft ecosystem.

Other error message (Office cannot connect to an account ...)

Resolution

> 💡 https://learn.microsoft.com/fr-fr/office/troubleshoot/activation/tpm-malfunctioned

- Download software: "Microsoft Support and Recovery Assistant (SaRA)".

- Choose the defective software (Office, Outlokk, Windows ...)

- Select the problem

- Follow the steps suggested by the Wizard