**Excel - KB01237**

Impacted App/Service: Excel

Title: Error 401 is appearing, or application is not launching

Short Description: After launching the application, the error 401 is appearing or the application does not launch with any notification.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **187.111.2.67** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. Select the Windows Server Power option from the Start menu and perform a **Restart**.