**Skype for Desktop - KB09114**

Impacted App/Service: Skype for Desktop

Title: After launching the application and error 401 appears

Short Description: Launching the application may present errors if there may be a server issue.

Resolution:

1. Create an incident ticket and assign to the **Skype Support** group.
2. Include the following information:
   1. Machine name
   2. Login ID
   3. Physical location of user