**CONTOSO**

**Software Troubleshooting FAQs**

**1. Microsoft Word Freezes or Crashes**

**Issue:** Microsoft Word becomes unresponsive, freezes, or crashes when trying to open a document.

**Resolution:**

1. **Run Office Repair Tool:**
   * **How to do it:** Open **Control Panel**, go to **Programs and Features**, find Microsoft Office, and click **Change**. Select **Quick Repair**, and if the issue persists, try **Online Repair**.
2. **Disable Add-ins:**
   * **How to do it:** Open Word in **Safe Mode** by holding **Ctrl** while clicking the Word icon. Go to **File > Options > Add-ins**. Under **Manage COM Add-ins**, click **Go**, and uncheck all add-ins. Restart Word to see if it works without the add-ins.
3. **Check for updates:**
   * **How to do it:** Open any Office app, go to **File > Account > Update Options**, and click **Update Now**. This will ensure Word is running the latest version, which can fix crashes due to bugs.
4. **Reset Word settings:**
   * **How to do it:** Open **Registry Editor** (press **Win + R**, type **regedit**, and press **Enter**). Navigate to **HKEY\_CURRENT\_USER\Software\Microsoft\Office<version>\Word** and rename the **Data** key to **Data.old**. Restart Word to reset the settings.
5. **Reinstall Office:**
   * **How to do it:** Uninstall Office via **Control Panel**, then reinstall it either by downloading it from your Microsoft account or using the installation media.

**2. Outlook Not Sending or Receiving Emails**

**Issue:** Microsoft Outlook fails to send or receive emails, or the email is stuck in the Outbox.

**Resolution:**

1. **Check internet connection:**
   * **How to do it:** Ensure your PC is connected to the internet by opening a browser and visiting a website. If there’s no connection, reset your router or contact your ISP.
2. **Restart Outlook:**
   * **How to do it:** Close Outlook completely and reopen it. Go to **File > Offline Mode**, ensure that it is unchecked so Outlook is connected to the server.
3. **Clear the Outbox:**
   * **How to do it:** Go to the **Outbox** folder, right-click the stuck email, and choose **Delete** or **Move** to clear the queue. Try sending a new email after clearing the Outbox.
4. **Check email account settings:**
   * **How to do it:** Go to **File > Account Settings > Account Settings**, select your email account, and verify that the incoming and outgoing server settings are correct (you can confirm this with your email provider).
5. **Repair your Outlook data file:**
   * **How to do it:** Close Outlook and run the **Inbox Repair Tool (SCANPST.EXE)**. Find it in the Office installation folder and run a repair on your **.pst** or **.ost** file.

**3. Excel Formulas Not Calculating**

**Issue:** Excel formulas are not calculating automatically or showing as text instead of displaying the results.

**Resolution:**

1. **Check calculation mode:**
   * **How to do it:** Go to **Formulas > Calculation Options** and ensure **Automatic** is selected. If it’s set to **Manual**, change it to **Automatic** so Excel recalculates formulas as data changes.
2. **Re-enter the formula:**
   * **How to do it:** If a formula is showing as text, press **F2** on the formula cell and hit **Enter** to re-enter it. This forces Excel to recognize it as a formula.
3. **Format the cell as a number:**
   * **How to do it:** Select the formula cell, right-click, choose **Format Cells**, and make sure the format is set to **General** or **Number**. If it’s set to **Text**, Excel will treat it as text and not calculate it.
4. **Check for hidden spaces:**
   * **How to do it:** Click into the formula cell and check for any leading or trailing spaces, as these can prevent formulas from working properly. Remove any unnecessary spaces.
5. **Enable iterative calculations:**
   * **How to do it:** For circular references, go to **File > Options > Formulas**, and under **Calculation options**, check **Enable iterative calculations**.

**4. Teams Audio/Video Issues**

**Issue:** Microsoft Teams isn't detecting the microphone or webcam, or the video/audio quality is poor.

**Resolution:**

1. **Check permissions:**
   * **How to do it:** Open **Settings** (press **Win + I**), go to **Privacy > Microphone** and **Camera**, and ensure **Allow apps to access** both is enabled. Scroll down to make sure **Microsoft Teams** has access.
2. **Select the correct devices in Teams:**
   * **How to do it:** In Teams, click **Settings > Devices**, and under **Audio devices** and **Camera**, ensure the correct microphone and camera are selected.
3. **Test audio and video:**
   * **How to do it:** In Teams, go to **Settings > Devices**, and click **Make a test call** to check if your microphone, speakers, and camera are working properly.
4. **Update audio/video drivers:**
   * **How to do it:** Open **Device Manager**, expand **Sound, video, and game controllers**, right-click your audio or camera device, and select **Update driver**. If needed, download the latest driver from the manufacturer’s website.
5. **Reinstall Microsoft Teams:**
   * **How to do it:** Uninstall Teams via **Control Panel > Programs and Features**, restart your computer, then download and reinstall Teams from the official website.

**5. PowerPoint Won't Open or Is Slow**

**Issue:** Microsoft PowerPoint fails to open or runs slowly when editing presentations.

**Resolution:**

1. **Start PowerPoint in Safe Mode:**
   * **How to do it:** Hold **Ctrl** while launching PowerPoint, then click **Yes** to start in Safe Mode. This disables add-ins and can help identify if an add-in is causing the problem.
2. **Disable hardware acceleration:**
   * **How to do it:** Go to **File > Options > Advanced**, scroll down to **Display**, and check **Disable hardware graphics acceleration**. This can speed up PowerPoint, especially on older computers.
3. **Delete the TEMP files:**
   * **How to do it:** Press **Win + R**, type **%temp%**, and press **Enter**. Delete all the files in this folder to clear temporary files that could be slowing down PowerPoint.
4. **Update PowerPoint:**
   * **How to do it:** Go to **File > Account > Update Options** and select **Update Now**. Keeping PowerPoint up to date can resolve performance bugs.
5. **Reduce presentation size:**
   * **How to do it:** Compress images in your presentation by selecting an image, going to **Picture Format > Compress Pictures**, and selecting the desired quality.

**6. OneDrive Sync Issues**

**Issue:** Files in OneDrive are not syncing between the cloud and local storage.

**Resolution:**

1. **Check internet connection:**
   * **How to do it:** Confirm you’re connected to a stable internet connection. Try opening a webpage to ensure connectivity.
2. **Restart OneDrive:**
   * **How to do it:** Right-click the **OneDrive** icon in the system tray, click **Close OneDrive**, then relaunch it from the Start menu. This can restart the sync process.
3. **Check available storage:**
   * **How to do it:** Open **OneDrive settings**, go to the **Account** tab, and check if your cloud storage or local drive is full. If either is full, clear space by deleting unnecessary files.
4. **Re-link your OneDrive account:**
   * **How to do it:** In OneDrive settings, under the **Account** tab, click **Unlink this PC**, then sign in again with your Microsoft account to reconnect and resync.
5. **Reset OneDrive:**
   * **How to do it:** Press **Win + R**, type **%localappdata%\Microsoft\OneDrive\onedrive.exe /reset**, and press **Enter**. This resets OneDrive and can fix persistent sync issues.

**7. Microsoft Edge Won’t Load Pages**

**Issue:** Microsoft Edge opens but does not load web pages or is very slow.

**Resolution:**

1. **Check your internet connection:**
   * **How to do it:** Open other web browsers to ensure you’re connected to the internet. If other browsers are also slow, restart your modem/router.
2. **Clear browser cache:**
   * **How to do it:** In Edge, click **Settings > Privacy, search, and services**. Under **Clear browsing data**, click **Choose what to clear**, select **Cached images and files**, and click **Clear now**.
3. **Disable extensions:**
   * **How to do it:** In Edge, go to **Extensions**, and toggle off all installed extensions. Restart Edge and see if pages load faster. Re-enable each extension one at a time to find the problematic one.
4. **Reset Edge settings:**
   * **How to do it:** Go to **Settings > Reset settings**, and select **Restore settings to their default values**. This resets Edge to its original state without deleting your data.
5. **Update Edge:**
   * **How to do it:** In Edge, go to **Settings > About Microsoft Edge**, and the browser will automatically check for updates. Install any available updates to improve performance.

**8. Windows Store Apps Not Installing**

**Issue:** Apps from the Microsoft Store fail to download or install.

**Resolution:**

1. **Check internet connection:**
   * **How to do it:** Make sure you’re connected to the internet by testing in a browser. Slow or unstable connections can cause installation issues.
2. **Reset the Microsoft Store:**
   * **How to do it:** Press **Win + R**, type **wsreset.exe**, and press **Enter**. This clears the Store’s cache and can resolve installation problems.
3. **Sign out and sign back in:**
   * **How to do it:** In the Microsoft Store, click your profile icon, sign out, then sign back in with your Microsoft account to refresh the connection.
4. **Check for Windows updates:**
   * **How to do it:** Go to **Settings > Update & Security > Windows Update**, and click **Check for updates**. Installing the latest updates can resolve app installation bugs.
5. **Reinstall the Microsoft Store:**
   * **How to do it:** Open **PowerShell** as an administrator and run the following command:  
     Get-AppxPackage \*WindowsStore\* | Remove-AppxPackage  
     Then reinstall it via the Microsoft website.

**9. Windows Defender Not Scanning**

**Issue:** Windows Defender fails to run or complete security scans.

**Resolution:**

1. **Update Windows Defender:**
   * **How to do it:** Go to **Settings > Update & Security > Windows Security**, click **Virus & Threat Protection**, and select **Check for updates** to update Defender definitions.
2. **Restart Defender services:**
   * **How to do it:** Open **Services** (press **Win + R**, type **services.msc**), scroll to **Windows Defender Antivirus Service**, and right-click to select **Restart**.
3. **Run SFC and DISM scans:**
   * **How to do it:** Open **Command Prompt** as an admin and run sfc /scannow. Once it completes, run DISM /Online /Cleanup-Image /RestoreHealth. These commands repair system files and can fix Defender issues.
4. **Check for conflicting antivirus:**
   * **How to do it:** If another antivirus is installed, it may conflict with Windows Defender. Disable or uninstall third-party antivirus software to allow Defender to work properly.
5. **Perform an offline scan:**
   * **How to do it:** In **Virus & Threat Protection**, scroll down and select **Windows Defender Offline scan**. This will scan your system before Windows boots up to detect hidden threats.

**10. Microsoft Access Database Won’t Open**

**Issue:** Microsoft Access databases fail to open or display error messages.

**Resolution:**

1. **Compact and repair the database:**
   * **How to do it:** Open Access, go to **Database Tools**, and select **Compact and Repair Database**. This optimizes the database and fixes common issues.
2. **Check for missing references:**
   * **How to do it:** In the VBA editor (press **Alt + F11**), go to **Tools > References** and look for any listed as **MISSING**. Uncheck the missing references and find an alternative library if needed.
3. **Update Access:**
   * **How to do it:** Go to **File > Account > Update Options**, and select **Update Now**. Updating Access can fix bugs causing the database not to open.
4. **Restore from a backup:**
   * **How to do it:** If the database is corrupted, restore it from a recent backup. This can be done by copying the backup file to the current location and opening it.
5. **Recreate the Access database:**
   * **How to do it:** If the database file is severely damaged, export the tables and data to a new Access file. Create a new blank database and import the data into it.