GSD. How to repair Microsoft Office application package

General Information:

Possible symptoms/errors:

MS Office is not working properly and requires repair

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Temporary admin rights are required to perform the repair.Inform the user beforehand to order Temporary Local Admin Rights or prepare Local Admin Password Solution

Solution:

1. Ask user to close all Office running Office applications/instances and guide them to go to the Control Panel: Start > Control Panel and select Programs and Features.

2. Ask the user to Choose their Microsoft 365 Apps package and click on Change.

3. Ask the user to choose Quick Repair > Repair > Repair again and wait for the repair process to complete.

4. Ask the user to click Close on the next prompt.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A