

## GSD. PowerPoint –Error

### "http://hubblecontent.osi.office.net/" when inserting Picture in PowerPoint

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**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/d3915048c34a1a100acd33001501318c',

'value': 'd3915048c34a1a100acd33001501318c'}

General Information:

Possible symptoms/errors:

User gets error "http://hubblecontent.osi.office.net/" when inserting Picture in Powerpoint. User gets an error message "An error occurred while importing this file. http://hubblecontent.osi.office.net/..."

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article shows a guide on how to troubleshoot the error which contains URL

"http://hubblecontent.osi.office.net/" when inserting picture or an icon.

Details:

1. Advise the user to Restart PowerPoint and try to insert an image or icon again. If the issue persists, proceed with the next steps.

2. Ask the user to Make Internet Explorer the default web browser.

Microsoft products depend upon Internet Explorer to access the online library. It shows an error when Google Chrome is the default browser.

Advise the user to click on the Start menu button. Then, to type in Control Panel. Search bar automatically opens as the user types.

In the Search results, tell the user to select Control Panel.

In the Control Panel window, user needs to change the View by option from Category to Small icons.

Ask the user to Select Default Programs. In the next window, ask the user to select Set your default programs.

In the settings window, advise the user to click on the selected browser under Web Browser.

Then, to select Internet Explorer from the list to make it their default choice.

Advise the user to make sure that selected application (Internet Explorer) is shown instead of the previous one under Web browser group.

3. Advise the user to try to repair the application.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A