

## **W-4, D-1**

### 1. What is SARA tool? When we should use this tool?

<b>SARA</b>	<ul style="list-style-type: none"><li>✓ <b>Microsoft Support &amp; Recovery Assistant</b></li><li>✓ Run tests on your computer to figure out the problem.</li><li>✓ Can fix many of the issues for you or tell you how to fix them yourself.</li><li>✓ This tool will scan Office, Outlook, Dynamic 365 (the online version of Office), OneDrive, Skype for Business, and give you a clearer picture of what needs to be done to resolve your issue.</li></ul>
<b>Reason for Using SARA</b>	<ul style="list-style-type: none"><li>✓ New app by Microsoft, designed exclusively to resolve issues that occur in Office 365 products.</li><li>✓ Known as Virtual support agent.</li><li>✓ Easy to install.</li><li>✓ Give instruction the users the remedial steps, whenever necessary.</li><li>✓ Trusted tool from the house of Microsoft that will come handy whenever there is an issue on Office 365 products.</li></ul>

### 2. What is MS Booking? Which subscriptions of Microsoft have MS Booking?

<b>MS Booking</b>	<ul style="list-style-type: none"><li>✓ Scheduling tool and is part of the Microsoft Office family of products.</li><li>✓ Allows customers of small businesses and companies to book appointments with the company.</li><li>✓ Online and mobile app for small businesses who provide services to customers on an appointment basis.</li><li>✓ Examples of businesses include hair salons, dental offices, spas, law firms, financial services providers, consultants, and auto shops.</li></ul>
<b>Subscriptions for MS Booking</b>	<ul style="list-style-type: none"><li>✓ Microsoft 365 Business Standard</li><li>✓ Microsoft 365 Business Premium</li><li>✓ Microsoft 365 E3</li><li>✓ Microsoft 365 E5</li></ul>

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### 3. What are the steps to Reset Microsoft 365 Apps for enterprise activation state?

#### Step 1: Remove Office 365 license for subscription -based installations

- ✓ In an elevated command window, run the cd command based on your install location: `cd "C:\Program Files\Microsoft Office\Office16"`
- ✓ Run - `cscript ospp.vbs /dstatus`
- ✓ Find product key & Run - `cscript ospp.vbs /unpkey:<Last 5 of installed product key>`

#### Step 2: Remove cached identities in HKCU registry

- ✓ In Registry Editor, locate the following registry:  
**HKEY\_CURRENT\_USER\Software\Microsoft\Office\16.0\Common\Identity\Identities**
- ✓ Remove all identities under the Identities registry entry.

#### Step 3: Remove the stored credentials in Credential Manager

- ✓ Open **Control Panel > Credential Manager**
- ✓ Remove all **Windows credentials** listed for Office16 by selecting the drop-down arrow and Remove.

#### Step 4: Clear persisted locations

##### Credential Manager

- ✓ `%appdata%\Microsoft\Credentials`
- ✓ `%localappdata%\Microsoft\Credentials`
- ✓ `%appdata%\Microsoft\Protect`
- ✓ `HKEY_CURRENT_USER\Software\Microsoft\Protected Storage System Provider`

##### Office 365 activation tokens and identities

- ✓ `%localappdata%\Microsoft\Office\16.0\Licensing`
- ✓ `%localappdata%\Microsoft\Office\Licenses` (Microsoft 365 Apps for enterprise version 1909 or later)
- ✓ `HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Common\Identity`
- ✓ `HKEY_USERS\The user's SID\Software\Microsoft\Office\16.0\Common\Identity`

#### Auto-Process

- ✓ The four steps above can be automated using **OLicenseCleanup.vbs**.
- ✓ Simply download and run the script with elevated privileges.

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### 4. What is ODT? How to use ODT to update or install O365?

<b>ODT</b>	✓ A command-line tool that you can use to download and deploy Click-to-Run versions of Office, such as Microsoft 365 Apps for enterprise, to your client computers.
<b>Step 1: Create the configuration file</b> <ul style="list-style-type: none"><li>✓ When creating the configuration file, we recommend starting with an example file and updating it with the appropriate options for your environment. You can start by copying and pasting the example below into a text file, saving it with a name of your choosing, and then editing the XML elements and attributes to define the options you want.</li></ul>	
<b>Step 2: Run the ODT executable in configure mode</b> <ul style="list-style-type: none"><li>✓ From a command prompt, run the ODT executable in configure mode with a reference to the configuration file you saved. In the following example, the configuration file is named installconfig.xml: <code>&lt;path&gt;setup.exe /configure installconfig.xml</code></li><li>✓ You must have local administrator permissions on the client computer. You can run the executable from the client computer on which you want to install Office or you can put the ODT and the configuration file on a network share and run it from there. If you use a network share, make sure to pass the full network path for both the setup.exe and the configuration file to the command.</li></ul>	
<b>Step 3: Verify that installation was successful</b> <ul style="list-style-type: none"><li>✓ After running the command, you should see the Office installation start (unless you set display level to none). After installation is complete, the command prompt will display "Products configured successfully." If you run into problems, make sure you have the newest version of the ODT. You can also troubleshoot issues by reviewing the log files in the %temp% and %windir%\temp directories.</li></ul>	

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5. In which scenario customer can use Microsoft Booking?

<b>Microsoft Booking</b>	<ul style="list-style-type: none"><li>✓ Microsoft Bookings is an <b>online</b> and <b>mobile app</b> for <b>small businesses</b> who provide services to customers on an appointment basis.</li><li>✓ Examples of businesses include hair salons, dental offices, spas, law firms, financial services providers, consultants, and auto shops.</li></ul>
<b>Different Scenario of Microsoft Booking</b>	<ul style="list-style-type: none"><li>✓ Online appointment booking</li><li>✓ Automated email confirmations</li><li>✓ Reminder emails</li><li>✓ Customizable notice periods</li><li>✓ Unique appointment scheduling webpage</li><li>✓ Service, date, time &amp; staff member selection</li><li>✓ Appointment rescheduling</li><li>✓ Booking cancellations</li><li>✓ Centralized booking calendar</li><li>✓ Appointment reassignment between staff members</li><li>✓ Day 'split view' for staff availability</li><li>✓ Colour-coding of staff</li><li>✓ Manual appointment creation</li><li>✓ Automatic contact creation</li><li>✓ Automatic calendar updates</li><li>✓ Outlook.com &amp; Google calendar integrations</li><li>✓ Real-time staff availability</li><li>✓ Directions to appointments</li></ul>

6. Why does Outlook keep prompting for password?

<ul style="list-style-type: none"><li>✓ Outlook is configured to prompt you for credentials</li><li>✓ Incorrect password cached in credential storage</li><li>✓ Required Authentication Settings for outgoing server and incoming server</li><li>✓ Outlook Anywhere is not configured to use <b>NTLM Authentication</b></li><li>✓ Corrupt Outlook profile</li><li>✓ Slow or unstable network connection</li><li>✓ Antivirus programs</li><li>✓ Shared calendars</li></ul>
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7. Customer is getting “Error 0x80070002” when starting outlook client. How to solve it?

Cause	<ul style="list-style-type: none"><li>✓ Corrupted PST file</li><li>✓ Conflict of the operating system compatibility</li></ul>
<ul style="list-style-type: none"><li>✓ By default, there are two locations where Outlook may create PSTs. You will need to check them manually, these are: <b>\AppData\Local\Microsoft\Outlook\</b> <b>\Documents\Outlook Files</b></li><li>✓ If any of these paths are inaccessible, you will get this error.</li><li>✓ Firstly, you have to open the Windows Documents folder and create the new folder by the name of “<b>Outlook PST</b>” Make sure while you are creating a file in this folder you also create a test file to check whether it is accessible or not.</li><li>✓ Now the folder will be created, once done, click on the windows explorer address bar to make a note of the complete path.</li><li>✓ Windows <b>Run</b> dialogue, type <b>Regedit</b> and click <b>Enter</b></li><li>✓ Windows Registry will be opened. The path has to be browsed: <b>HKEY_CURRENT_USER\Software\Microsoft\Office\</b></li><li>✓ Now the Outlook folder has to be opened whichever Outlook version you are using. For instance:<ul style="list-style-type: none"><li>○ Outlook 2007 = \12\</li><li>○ Outlook 2010 = \14\</li><li>○ MS Outlook 2013 = \15\</li><li>○ Outlook 2016 = \16\</li></ul></li><li>✓ The path will look something like this: <b>HKEY_CURRENT_USER\Software\Microsoft\Office\\Outlook</b></li><li>✓ Now do the right-click in the vacant area in the right panel and click on <b>New &gt; String Value</b>.</li><li>✓ Now name it <b>ForcePSTPath</b> and click <b>Enter</b>.</li><li>✓ You’ll notice this new value in the right panel. Right-click on it, and select <b>Modify</b>.</li><li>✓ Under “<b>Value data</b>” enter the complete location for the PST file you noted/created earlier.</li><li>✓ Click <b>OK</b> and then close the Registry editor window.</li></ul>	

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8. Outlook to crash or stop responding when used with Office 365. How to troubleshoot this issue?

### **Step1: Investigate possible issues caused by add-ins.**

- ✓ Exit Outlook.
- ✓ Open a **Run** dialogue box from the Start menu.
- ✓ Type **Outlook /safe**, and then click **OK**.
- ✓ If the issue is fixed, click **Options** on the **File** menu, and then click **Add-Ins**.
- ✓ Select **COM Add-ins**, and then click **Go**.
- ✓ Click to clear all the checkboxes in the list, and then click **OK**.
- ✓ Restart Outlook.
- ✓ If the issue doesn't occur, start adding the add-ins one at a time until the issue occurs.

### **Step2: Repair Office**

- ✓ Open Control Panel, and then click **Uninstall a program**.
- ✓ In the list of installed programs, right-click the entry for your Office installation, and then click **Change**, and then click **Online Repair**.

### **Step3: Run Outlook Diagnostics**

- ✓ Download **Microsoft Support and Recovery Assistant** for Office 365 (SaRA).
- ✓ On the first screen, select **Outlook**, and then select **Next**.
- ✓ Select any of the following options, as appropriate, and then select **Next**:
  - Outlook keeps hanging or freezing
  - Outlook keeps crashing with a message "Microsoft Outlook has stopped working."
- ✓ SaRA runs some diagnostic checks and returns possible solutions for you to use to try to fix Outlook connectivity issues.

### **Step4: Create a new Outlook Profile**

- ✓ Open Control Panel, and then click **Mail**.
- ✓ Click **Show Profiles**.
- ✓ Select the profile that you want to remove, and then click **Remove**.
- ✓ Click **Add**.
- ✓ In the **Profile Name** box, type a name for the new profile.
- ✓ Specify the user name, the primary SMTP address, and the password.
- ✓ Then, click **Next**.
- ✓ You may receive a message.
- ✓ In this message, click to select the **Don't ask me about this website again** checkbox, and then click **Allow**.
- ✓ When you're prompted, enter your login credentials, and then click **OK**.
- ✓ When Setup is finished, click **Finish**.