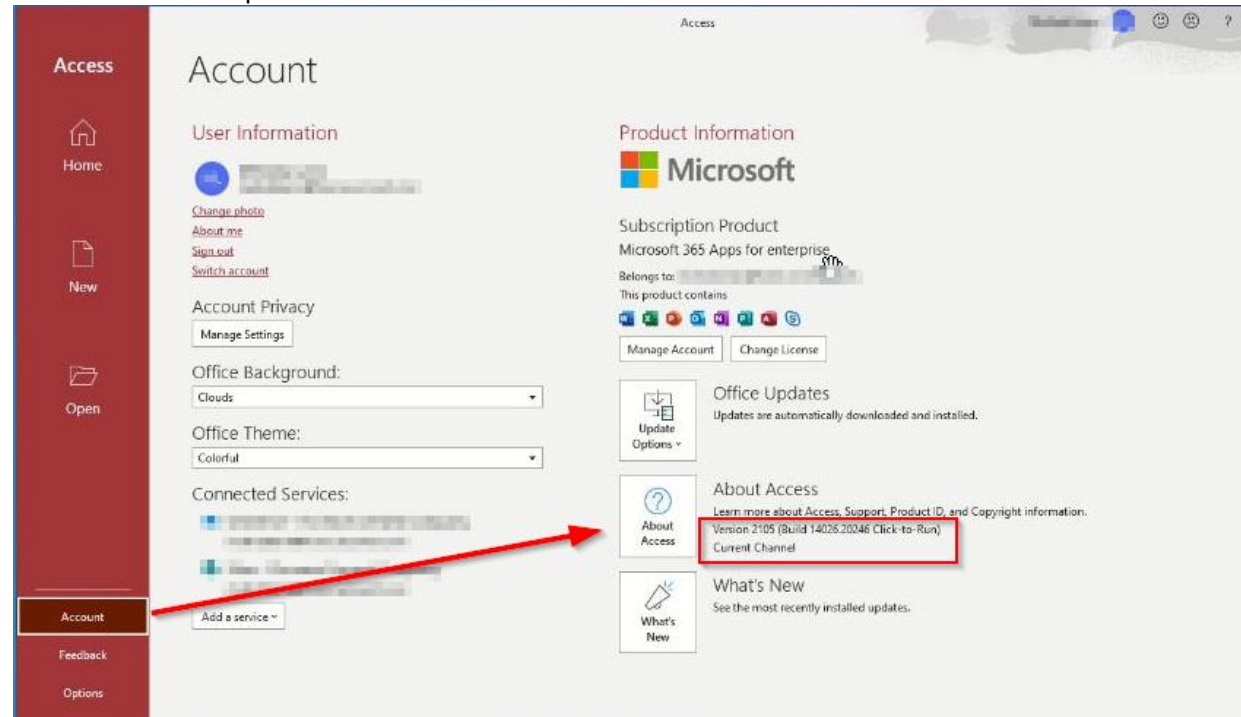


There has been reports that there are issues with Access applications no longer working with Microsoft 365 build 2108 (14326.21062) or build 2202 (14931.20604) which were released sometime in mid July 2022. This update causes the Access application to fail to export data to Excel or PDF. We've prepared this guide to help you determine whether you are impacted or at risk and if so how to fix the issues.

### Step #1: Determine the version of your Access / Office

Open your Access. Click File then choose Account and review the account as shown. Note the version and continue to step #2.



↓ GO TO Step #2

### Step #2: Does your version show "Version 2108 (Build 14326.21062)" or "Version 2202 (14931.20604)"?

YES:	↓ GO TO Step #4	You are impacted. You must revert to prior version or change channels.
NO:	↓ GO TO Step #3	

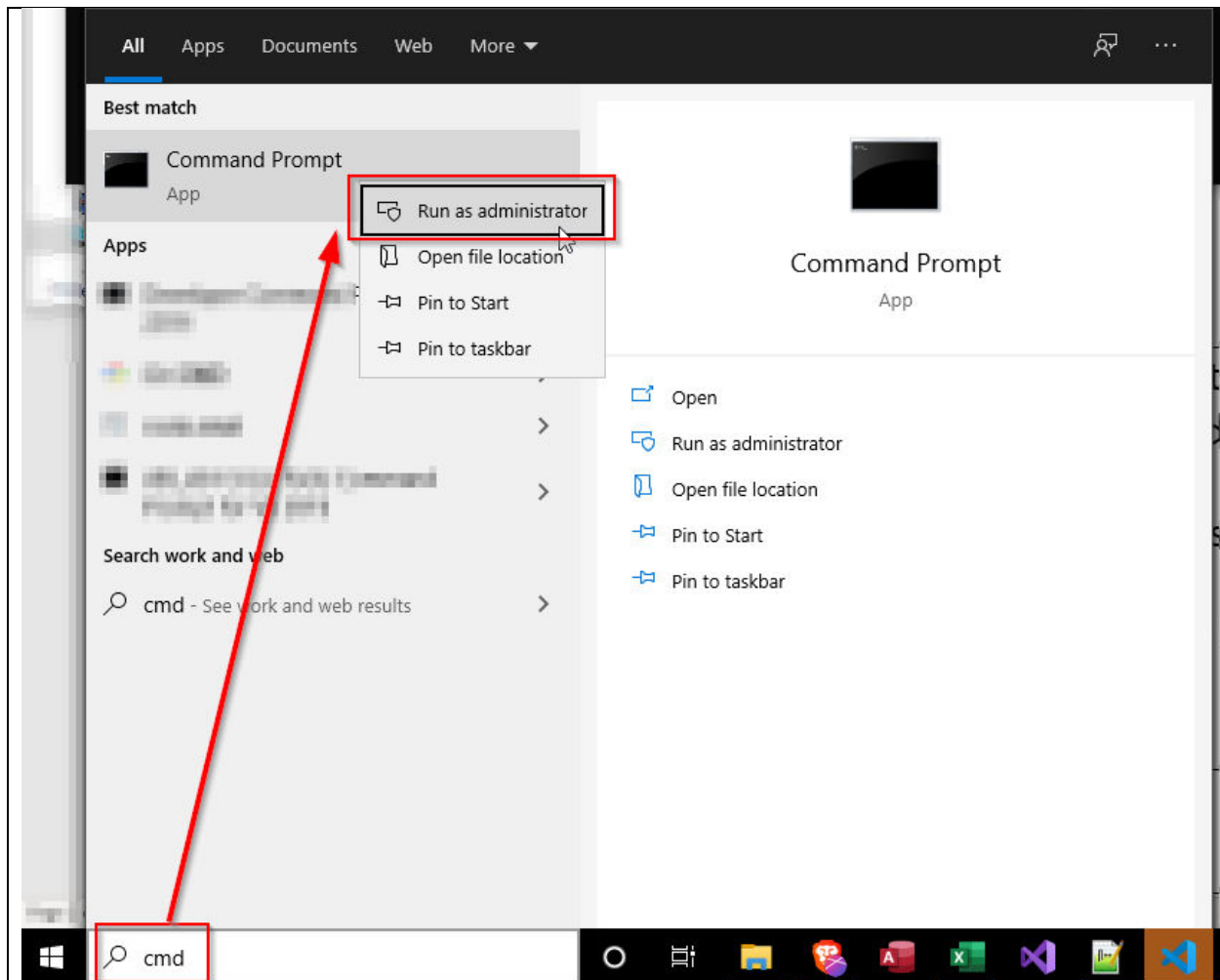
### Step #3: Are you able to update your Office?

YES:	⛔ STOP	Perform the Office update to attempt to get the latest version which fixes the issue. If the update fails continue to step #4.
NO:	↓ GO TO Step #4	You are not impacted and may disregard.

### Step #4: Are you an administrator of your computer?

YES:	↓ GO TO Step #5	
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5. Enter the following command prompt and press ENTER:

```
cd C:\OfficeDeployment
```

```
C:\> Administrator: Command Prompt
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.
C:\Windows\system32>cd C:\OfficeDeployment
C:\OfficeDeployment>
```

6. Enter the next command prompt and press ENTER:

```
setup.exe /configure config.xml
```

C:\> Select Administrator: Command Prompt

```
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.

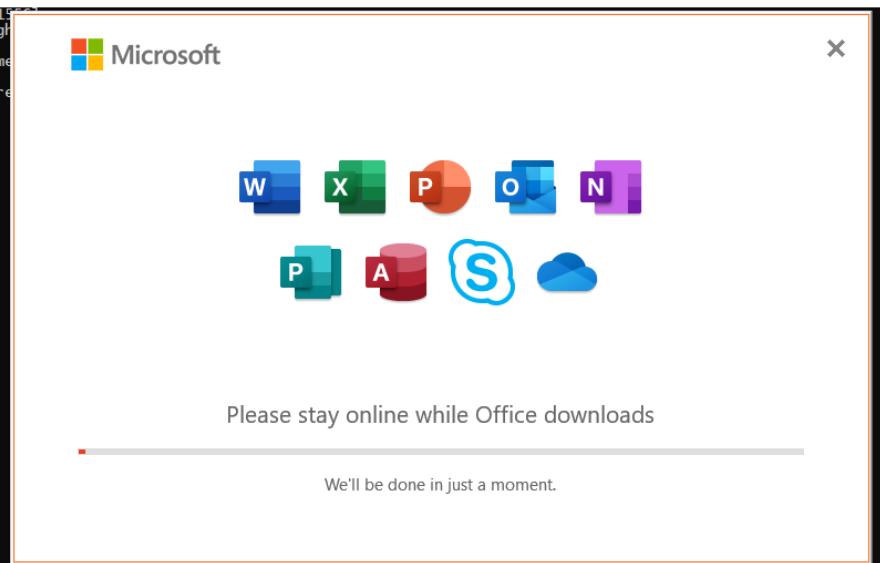
C:\Windows\system32>cd C:\OfficeDeployment
C:\OfficeDeployment>setup.exe /configure config.xml
C:\OfficeDeployment>
```

7. You should see a dialog indicating the Office is installing.

Administrator: Command Prompt - setup.exe /configure config.xml

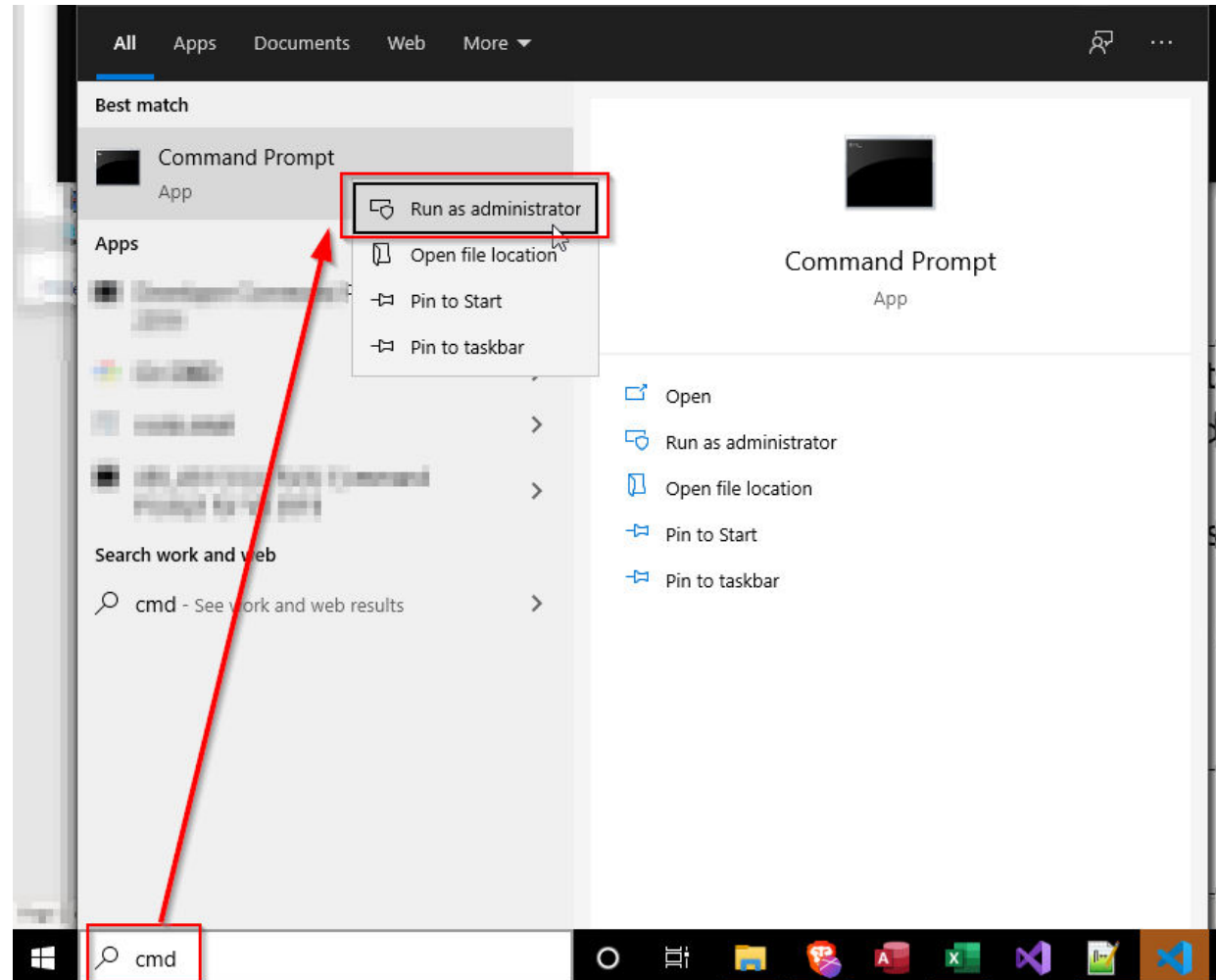
```
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Windows\system32>cd C:\OfficeDeployment
C:\OfficeDeployment>setup.exe /configure config.xml
```



**Step #7:** Changing Office 365 version within same channel

1. Open command prompt as an administrator by pressing Windows key then type in cmd and right-click to choose Run As Administrator.



2. Enter the following command as a single line and press ENTER when done.

```
"C:\Program Files\Common Files\microsoft shared\ClickToRun\OfficeC2RClient.exe"  
/update user updatetoversion=16.0.14931.20646
```

3. You should see a message that Office 365 is updating.

