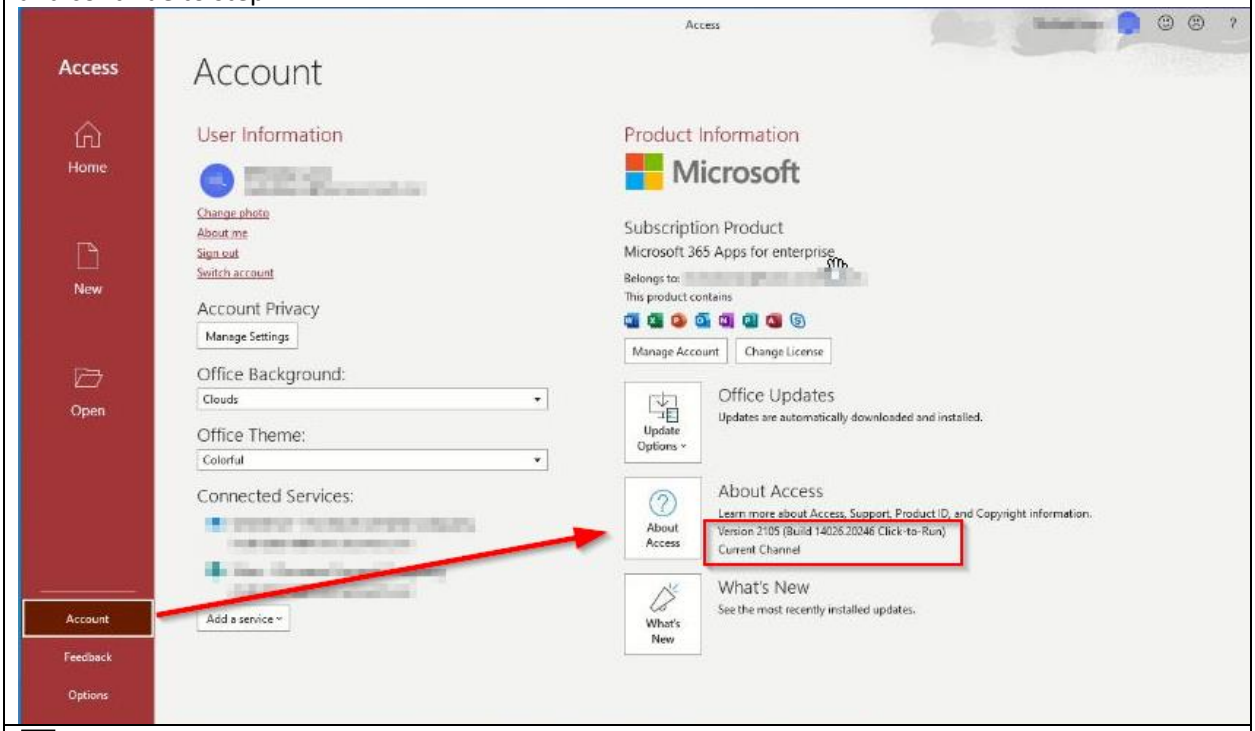
There has been reports that there are issues with Access applications no longer working with Microsoft 365 build 2108 (14326.21062) or build 2202 (14931.20604) which were released sometime in mid July 2022. This update causes the Access application to fail to export data to Excel or PDF. We've prepared 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.

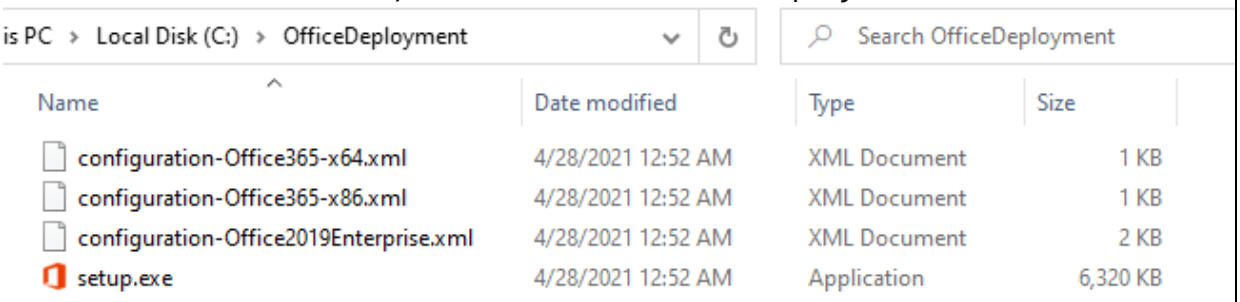
Step #4: Are you an administrator of your computer?		
YES:	↓ ***GO TO Step #5***	

NO:	**STOP**	Contact your IT department or provider for assistance.

Step #5: Is this your first attempt fixing this issue?		
YES:	***GO TO Step #6***	
NO:	***GO TO Step #7***	Use the alternative method which may allow you to change version if the Office Deployment Tool described in step #6 fails to resolve the problem.

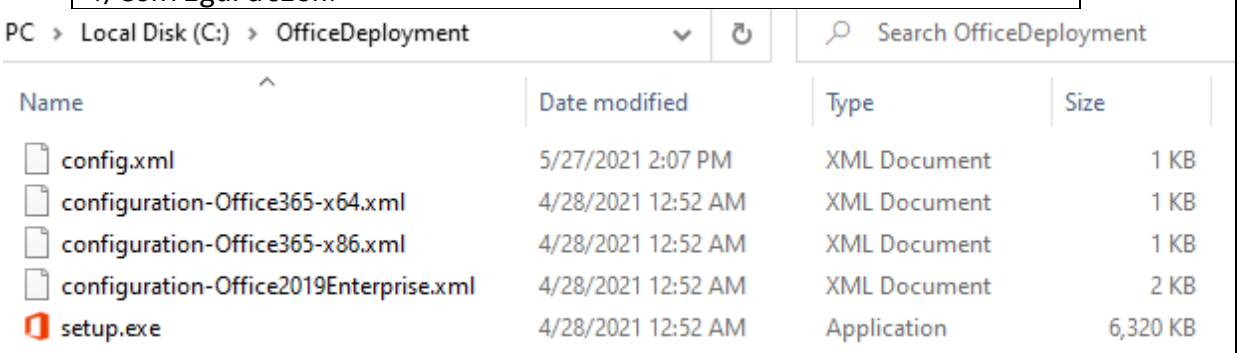
Step #6: Changing Office 365 channel to semi-annual

1. Download the Office Deployment Tool from here:
   https://www.microsoft.com/en-us/download/confirmation.aspx?id=49117
2. Extract the tool into a directory. Recommended: `C:\OfficeDeployment`

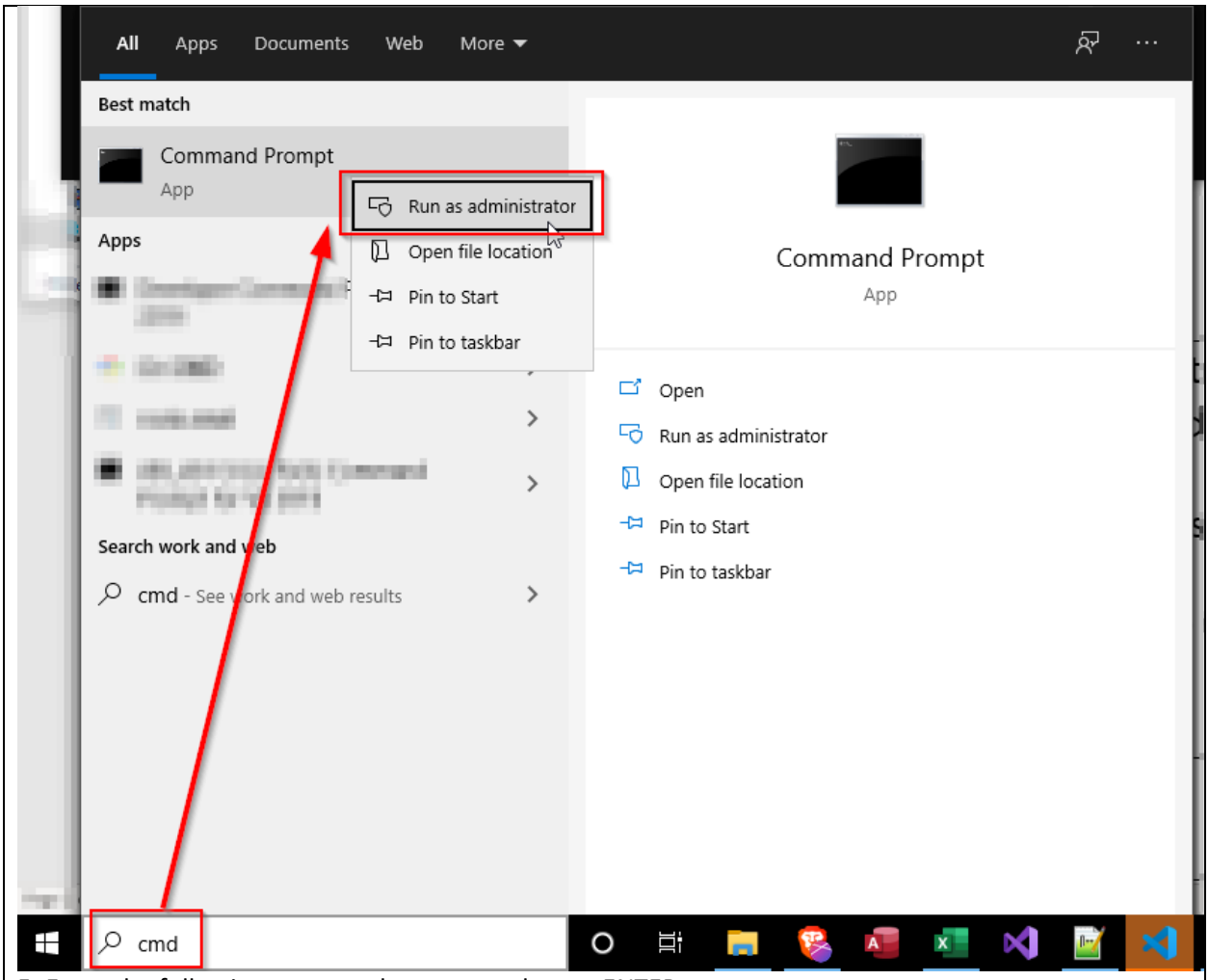


3. Create a new text file using notepad. Paste the content into the text file and name it `config.xml`. Save it in the same directory where you extracted the tool (e.g. full path would be `C:\OfficeDeployment\config.xml`)

```
<Configuration>
  <Add OfficeClientEdition="64" Channel="SemiAnnual" >
    <Product ID="O365ProPlusRetail" >
      <Language ID="en-us" />
    </Product>
  </Add>
</Configuration>
```

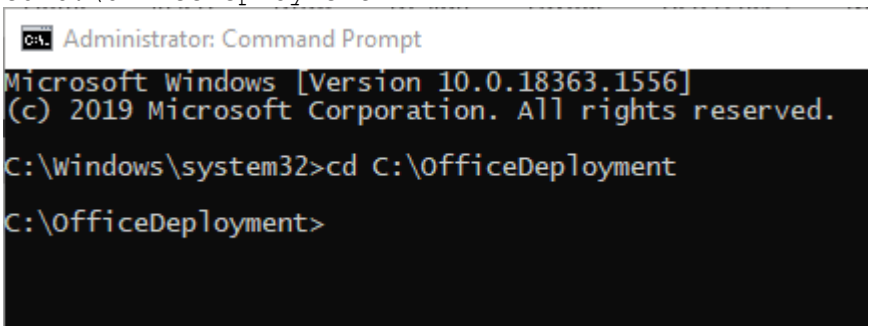


4. Open command prompt as an administrator by pressing Windows keys, typing in `cmd` then right-click to choose `Run As Administrator`.01



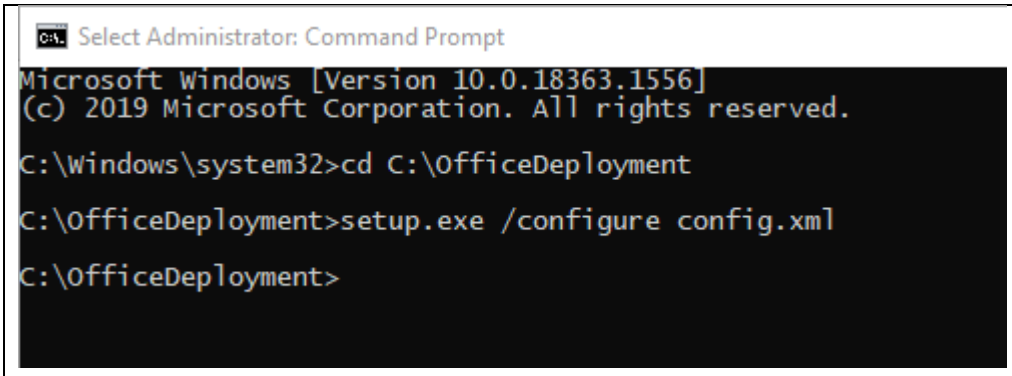
5. Enter the following command prompt and press ENTER:

```
cd C:\OfficeDeployment
```

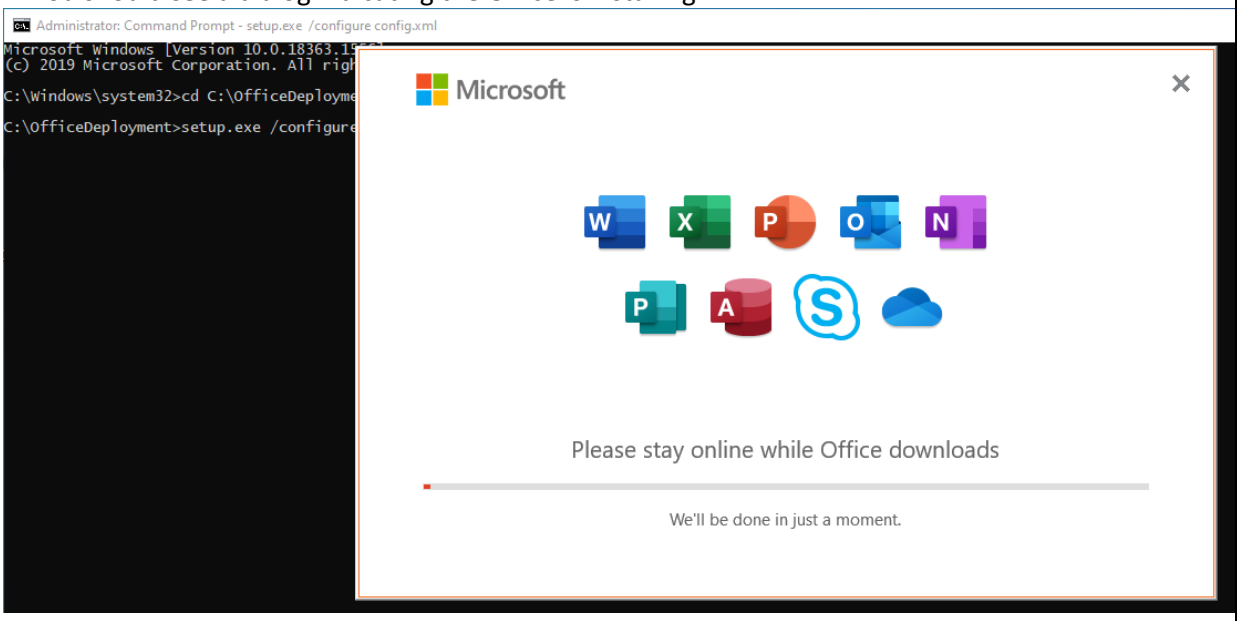


6. Enter the next command prompt and press ENTER:

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



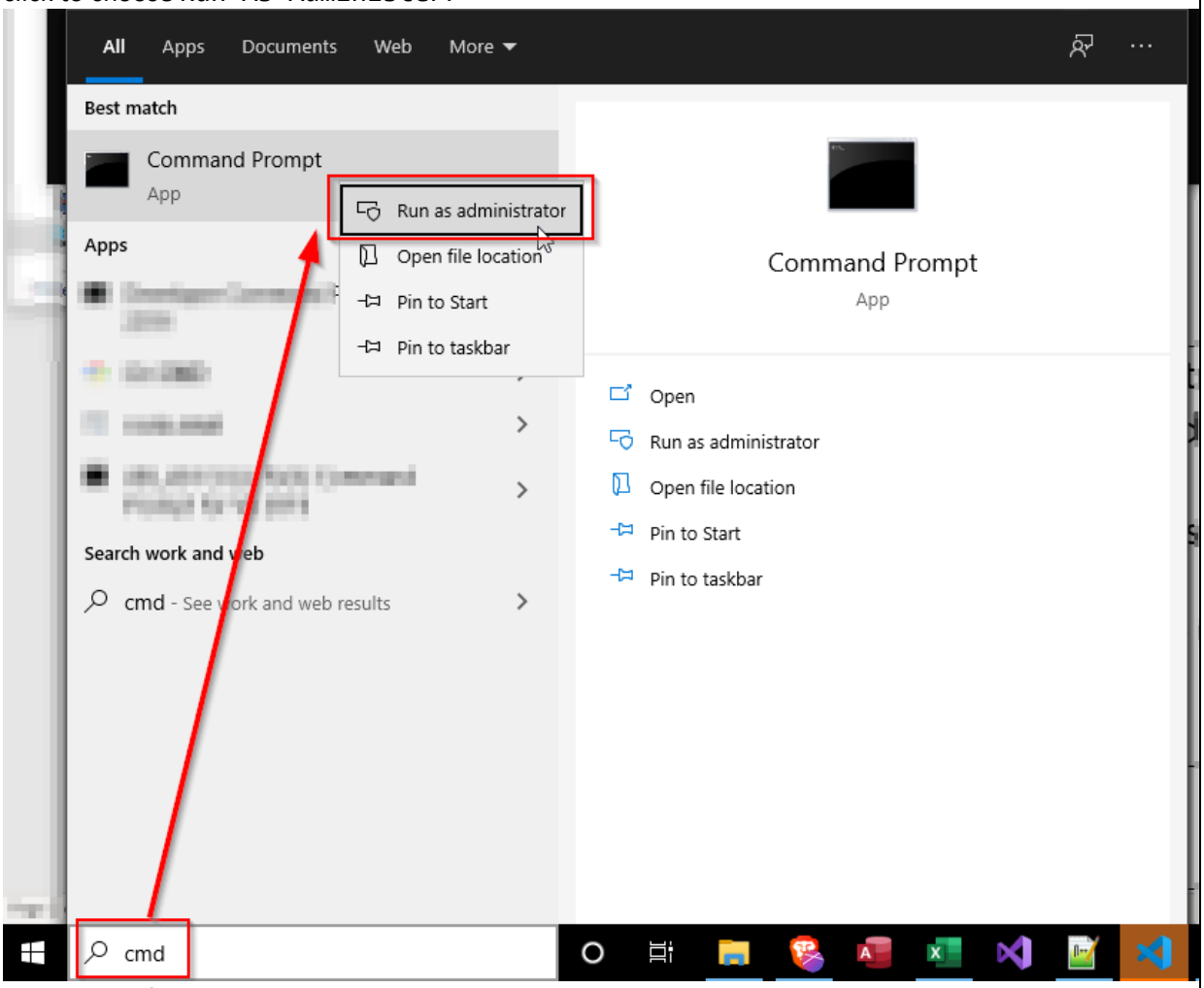
7. You should see a dialog indicating the Office is installing.



STOP

Step #7: Changing Office 365 version within same channel

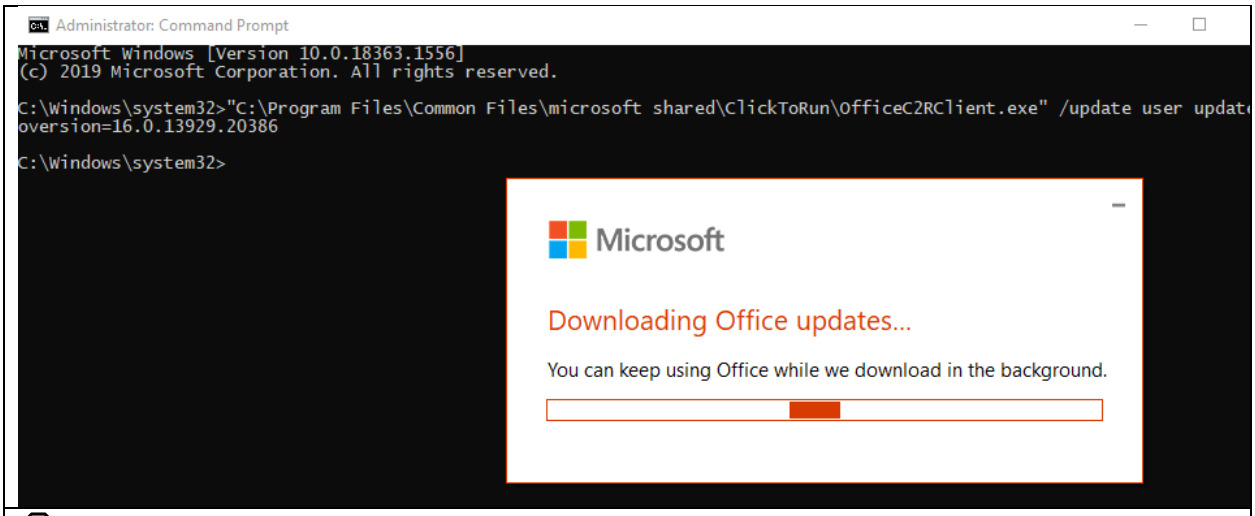
1. Open command prompt as an administrator by pressing Windows key then type in `cmd` and right-click to choose `Run As Administer`.



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.


Administrator: Command Prompt
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.
C:\Windows\system32>"C:\Program Files\Common Files\microsoft shared\ClickToRun\OfficeC2RClient.exe" /update user updat
oversion=16.0.13929.20386
C:\Windows\system32>
Microsoft
Downloading Office updates...
You can keep using Office while we download in the background.

STOP