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[End Chat](#)

issues and our self-help links which is always available on our support sites or I can send it via email.

will it be ok if I do a remote access on your machine for me to diagnose the issue?

sure

Please note that we will be connected through a secure channel with Microsoft, I will only be accessing files that are need for troubleshooting. If in any case that you will feel uncomfortable in any reason, you can always end the session by clicking the big X button anytime. Once we've started our session I will have the ability to view your desktop. Please close any windows that may contain sensitive data.

open a new browser - <http://support.microsoft.com/help>

use this code = 823595

by the way this is the case number of this session : 1390618446

ok there in new window

Microsoft Support