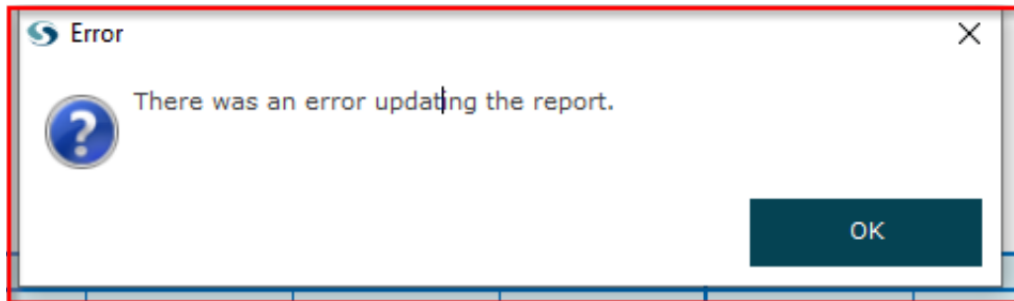


# Accolade Excel Issue : "There was an error updating the report"

1. The Issue is related to the MS OFFICE PRODUCTS Deployed on the End-User PC not from the same Year/Version as Standard Excel/Office Products (2013).
2. SOLVAY today uses Office 2013 Year/Version.
3. ANY MS Product Deployed on Accolade User PCs MUST BE 2013 Year Version.
4. If **any other MS YEAR/VERSION product** deployed it will affect the Accolade plugin.



Contact your local infra team to resolve this issue.

Waiting Infra, it is possible to use Accolade and open the report using Virtus <https://sites.google.com/solvay.com/lite-device/applications/virtus/virtus-fleets?authuser=0>