

How to fix "Help isn't working" error occurs when you open the "Skype for Business Help" window in Skype for Business?

Symptoms

This issue occurs if you do not install the lynchelploc update (KB2889853) before you install the [April 14, 2015 update](#) for Microsoft Skype for Business (KB2889923). When this issue occurs, you receive the following error message:

Help isn't working, but you can still go to Office.com to get the latest and greatest articles, videos, and training courses.

Resolution

To resolve this issue, install the [update for Skype for Business \(KB2889853\)](#).

However considering you have already purchased Restoro and would like us to assist you in doing that utilizing a remote session, please contact our support and they will be happy to help you.

Email: support@restoro.com

Updated 1 year ago by [Philip Posadas](#)