



Incident Response

Incident Date(s): 01/13/2023

Description: Microsoft, major news and various social media reported that some Office 365 users are unable to utilize the Application shortcuts on the Start menu and taskbar.

[Microsoft Defender ASR rules cause apps and icons to vanish • The Register](#)

Response: Support immediately:

- Verified and confirmed the issue on most supported Microsoft Office 365 tenants and called clients.
- Verified and recommends not to remove any icons.
- Verified and recommends opening Edge from the Start Menu and Office Web Apps are unaffected.
- Verified reimaging machines or re-installing Office is not recommend and the same errant policy will simply be applied.
- Published this incident response on our website, blog, and social media:

[Incident Response \(matrixforce.com\)](#)

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Check the Microsoft Service Health for updates and next steps. Once Microsoft releases a fix

[Microsoft 365 Service health status \(office365.com\)](#)