

# Fix Error code 3-4 Found When Installing Office 365/2021/2019 Update

In the Error code 3-4 Office 365/2021 installation fails during the configuration phase. Microsoft 365 Install Error Code 3-4 pops up when you trying to add more Office products. Many users have problem to repair or install office programs on their Windows and Mac computers. The majority of issues are due to the Office licensing, Windows updates, Insufficient system resources like disk space and Internet connectivity, etc So this article provides the solution for office issues related to Office Install error code 3-4.

## Office Error Code 3-4 Gives Error Messages

Something went wrong Error code 3-4 Go online for additional help  
Office is Busy, there is a problem starting the Office 365/2021 Installation  
We are sorry, but we are unable to start your program  
Sorry installation can't continue because no compatible office products are detected  
We are sorry, but we can't verify the signature of files required to install your office 365 product  
Internet connection needed. Office error code 3-4  
Background installation ran into a problem

### Something went wrong Error code 3-4 Go online for additional help

When trying to start an Office application, you will get this *error stating "Something went wrong"*. If the operating system is unable to add and/or remove the products. It requests you to verify file's signature. Usually, returns error code series 300XX, 1xxx series depending on the cause of the issue.

### Office is Busy, There is a problem starting the Office Installation

The error "*Office is Busy*" appears when you open any office program like word, excel etc,. It gives a message "we are either updating or helping you add/ or remove some programs".

## **We are sorry, but we are unable to start your program**

We are sorry, but we are unable to start your program is a common error in a windows operating system that causes due to failed services of a program. If there are Windows Installer services found to be not working, then you cannot install an Office product.

## **Sorry installation can't continue because no compatible office products are detected**

Windows will show a message stating that your PC *ran into a problem* and needs to restart. A Microsoft Windows Operating system is released in two different bit versions. It is required to install relevant versions of office suitable for the Windows Operating systems.

## **We are sorry, but we can't verify the signature of files**

An Office product package is available in different forms like a disc or a click to run. In case of a disc failure, you might see this *We are Sorry, But We Can't Verify the Signature* error message which says signatures of files required to install office 365/2021/20219 product.

## **Internet connection needed to fix the Error code 3-4**

If there are any bad connections, your system may not respond correctly and it may cause different issues with office installation or updates. This will fail your office program to start and working correctly. Installation of Microsoft Office requires an internet connection depending on the version. The latest Office 365 suite comes with a click to run version.

It is a small setup file when you click on it, it will start the installation by downloading all the required files for the program. In the case of an intermittent connection or some connectivity failures, you might end up seeing this office install error 3-4.

## **Background Installation ran into a problem**

Background Installation Ran into a Problem generally pops up when your Office program related files are corrupted. It is required to repair your microsoft 365 program. In addition, we need to check for malware or virus related issues on your computer.

## **Unable to start Office program**

An Office 365/2021 program uses the services from Windows operating system to start and function correctly. There are many dependencies with system files and their services. In case of any failure in such system services or the system files, there are chances that your office program may not start correctly.

# Diagnose Your Computer To Fix Office Error Code 3-4

There will be a log for every action on your computer which records all the events. It is termed as an **Event viewer**. This is a Windows Inbuilt program under system tools, it provides all the information for the problem causing keys. This is caused due to the failure with Windows related services and the executable file.

## Check List Before you fix to Error code 3-4

### Pending updates

Windows updates are released to update security patches within your Windows Operating system. Since the inception of Microsoft Windows. Important updates are driven by Microsoft developer community to enhance the product and security. Optional updates are specified for third party products. Such pending updates are most important for any Windows Software while facing a software issue with other programs.

### Malicious Software removal

Malware is a malicious software which is not signed by Microsoft or intended to steal any user data. It must be removed from a computer and Windows defender or any authorized third party programs.

### Disc clean-up

Disk clean-up is a procedure to delete the temporary files, junk files, from a specific drive. It involves deletion of setup Log files which were remaining after the installation of:

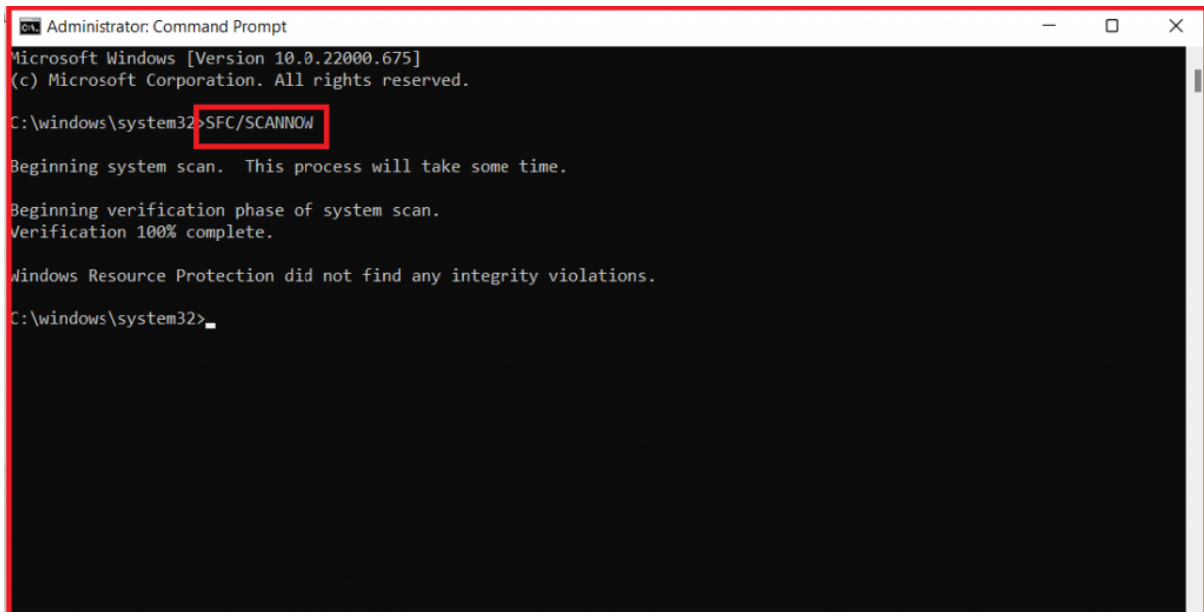
- Windows Operating system
- Downloaded program files
- Temporary internet files
- Offline pages
- System queued and archived windows error logs
- Delivery optimization files
- Recycle bin and thumbnails

*Watch the video for disc-cleanup tutorial*

## Perform system file scan to fix the error 3-4

System file scan in short SFC scan is windows inbuilt program to fix altered/modified and damaged files of the operating system. To Run system,

First Open **command prompt (CMD) in admin** mode and  
Run the command **SFC/SCANNOW**



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.22000.675]
(c) Microsoft Corporation. All rights reserved.

C:\windows\system32>SFC/SCANNOW

Beginning system scan. This process will take some time.

Beginning verification phase of system scan.
Verification 100% complete.

Windows Resource Protection did not find any integrity violations.

C:\windows\system32>
```

If you see any file violations still exists after the scan then move to Event viewer to check what has caused the office 365/2021 error code 3-4 . Watch video to know how to perform SFC SCAN to fix office error code 3-4.

## How to use Event viewer to check office error logs?

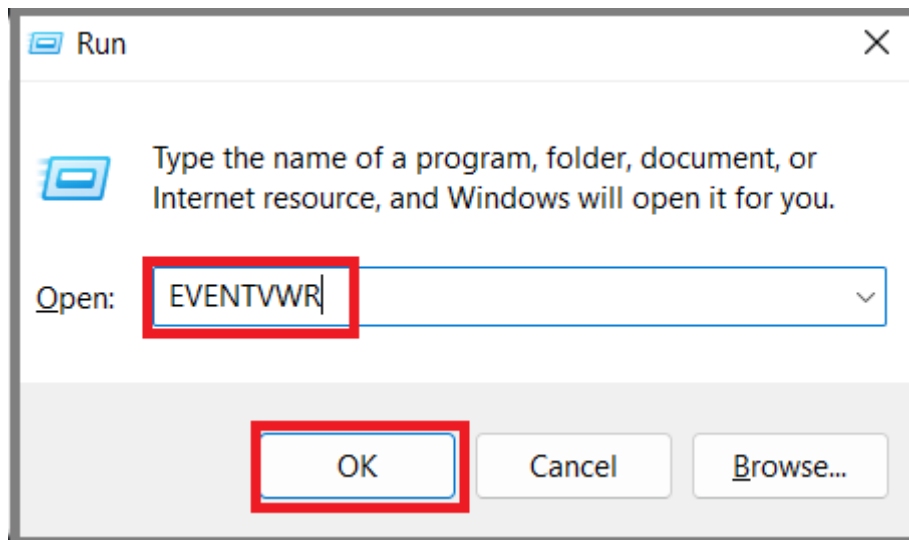
Initially, it is important to understand how an event viewer works. Event viewer is an inbuilt feature of Windows Operating system to register the logs of your programs. For instance, if any errors or failures on any program, the event viewer supports you to open and check the event logs during such incidents. These logs will notate the failure reasons and show you the trouble errors.

## Quick Steps To Fix The Error Code 3-4

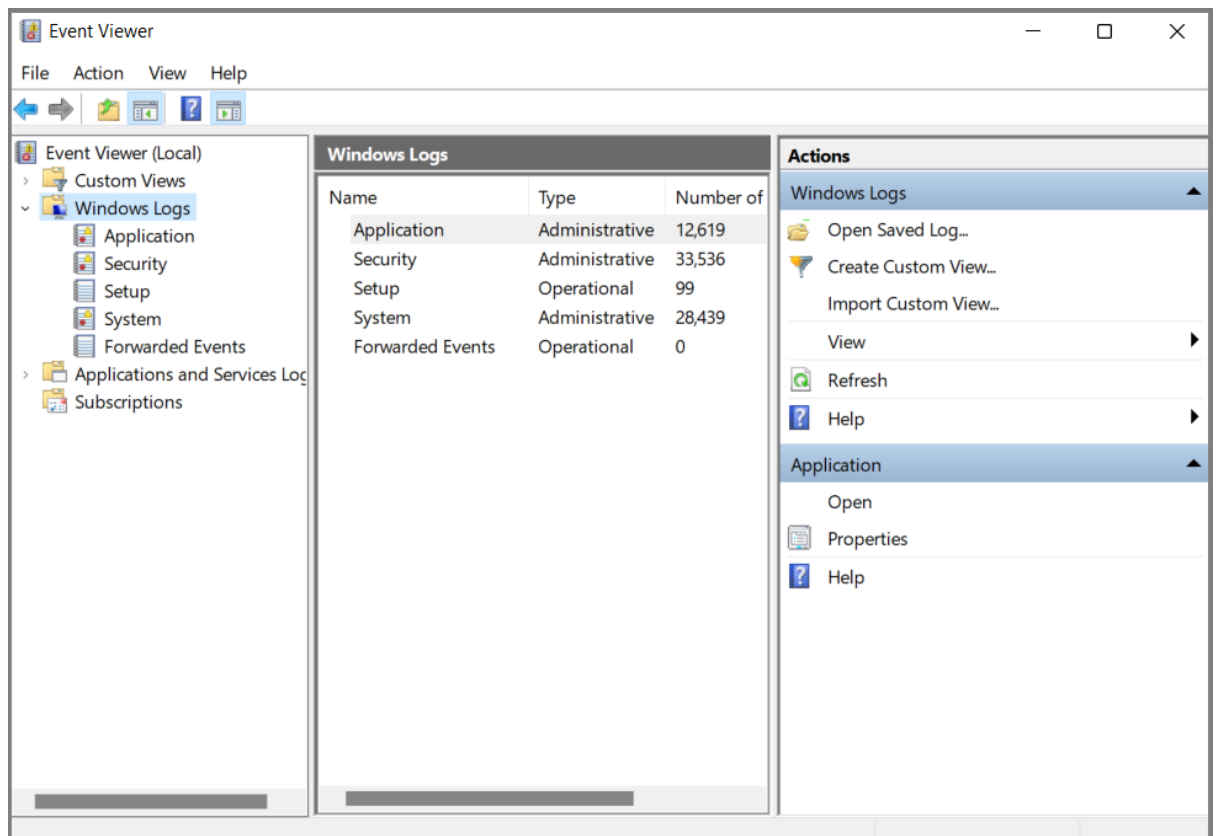
Firstly, click on a **start** button

Secondly, type “**RUN**” and open the Run command prompt

After this, type “**EVENTVWR**” and press enter key to open Eventvwr logs



Then, double click on “**windows logs**” from the left-side panel and select “**application**”



Finally, you can see many logs in the **centre panel**

**Filter** the logs to find office related issues and warnings by selecting Filter current log option from the Right side panel. Find any critical, error logs the caused error code 3-4. Consequently, if you can't find any reasons for the issues then just take a chance to do a clean office 2021 installation to save your time.

## Repair/Uninstall office program

Applies To: Office 2016, Office for business, Office 365 Admin, Office 365 Small Business Admin, Office 2013

## How to uninstall Office 2016 or 2013 products on a PC?

### For Windows 10

- Firstly, go to **control panel** from start button
- Next, select **Programs and features** there to reach a list of installed programs on your computer
- After that, search for Microsoft Office product and click on **Change**
- Then a window will open showing Add, Repair, Remove options
- Finally, proceed with repair and wait for sometime

Once the repair is successful you are ready to use Microsoft office product again. Simultaneously, to uninstall follow the first **4 steps** from repair process, and choose to **Remove** instead of repair.

## Installing Office Product

Once you finish the uninstallation part, do a clean installation.

- Firstly, login to your Microsoft office account [www.office.com/signin](http://www.office.com/signin)
- Next, go to your dashboard to see the product you purchased
- After that, select “**Install Office** “ option and then let it download, (you may see click **Save, Run, Setup, or Save File** depends on browser type, select “save” for future purpose)
- Finally, go to **downloads** and double click on office setup file to **install**

However, if the error code 3-4 still persists then try an advanced registry fix.

## Windows Registry Fix for the Error code 3-4

The registry in Windows is a console that shows the structure of your Windows Operating system and it's internal programs. As a result, to fix the **error code 3-4** in office 365/2019/2021, delete the altered **Office Registry keys** or remove and re-create the keys with previous values. (HEXA CODE or H-KEYS).

Here if you face a direct issue with outlook, we should make a repair or reinstall with the above steps. Let us see how we can fix an Outlook error! A recent issue faced with outlook is Operational error. We will make you understand how to fix them and you can also seek email support services from here.

In Conclusion, If you are still not able to resolve this error, we suggest you to chat with our assured experts. I am sure they will give you the best solutions to resolve this error completely. You can also visit our website for more information.