

Scenario: Office 2016 was selected for deployment to one or more Windows PCs at the school via UDM and the deployment has not occurred on one or more PCs. Investigating the status of the deployment request in [Fleet Management Reports](#) shows PCs with an error:

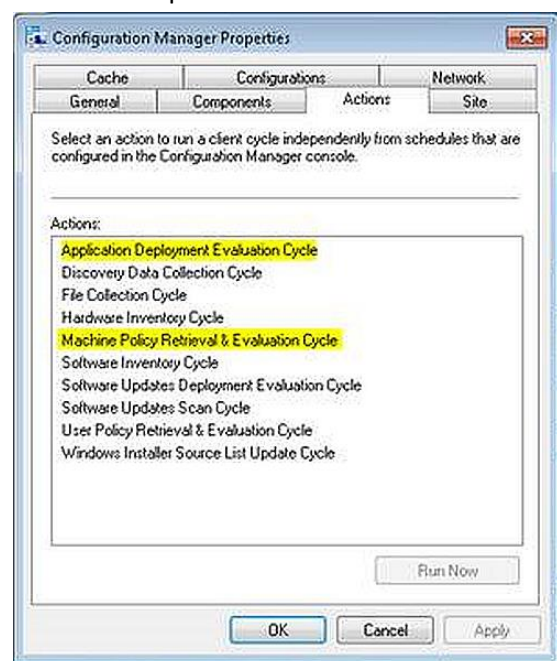
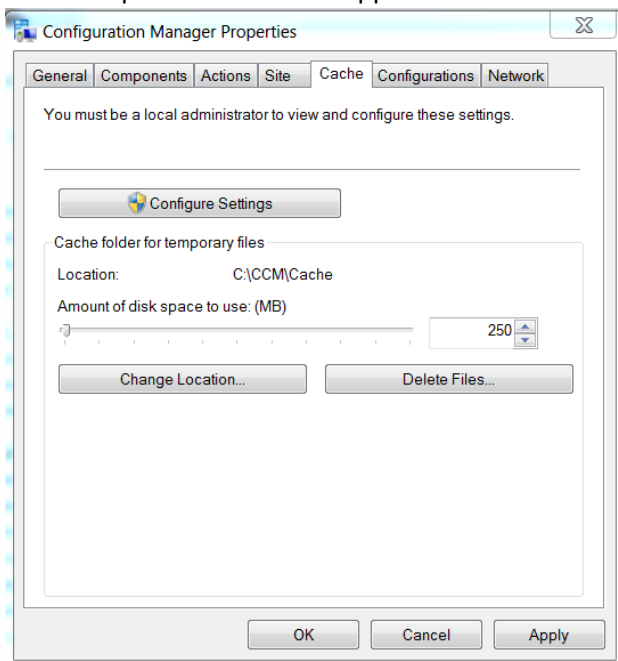
"The content download cannot be performed because the total size of the client cache is smaller than the size of the requested content."

Cause: The CM12 Agent has reverted the originally deployed client cache size setting from 25000MB to just 250MB. This amount is insufficient for the Office 2016 installer to deploy.

Normal Fix: The usual way to fix this issue is to F12 rebuild the PC, however this may not be desirable.

Manual Fix: It is possible to manually reset the CM12 Agent's cache size, as long as a device manager user is logged onto the PC. Follow the steps below:

1. The school's ICT Coordinator will need to logon to Windows on the affected PC
2. Click the round **Windows** button (bottom-left) and select **Control Panel**
3. In the *Search Control Panel* box at the top right, type **Configuration Manager**
4. Click on the **Configuration Manager** link that will appear at the top of the list of items.
5. A control panel window will appear. Click on the **Cache** tab at the top.



6. Click **Configure Settings**, then click **Yes** when prompted to confirm.
7. In the box below, change 250 to 25000 then click **Apply** then **OK**
8. Click on the Actions tab, and select and run the *Machine Policy Retrieval* then *Application Deployment Evaluation* by clicking **Run Now**. Click **OK** when done.
9. Then go to Windows menu, *All Programs, Microsoft System Center 2012, Configuration Manager, Software Center* and click the option to retry the Office 2016 deployment. It should commence and run as expected.
10. **NOTE** – Office 2016 deployment has a forced restart upon completion. Make sure any unsaved documents are saved and closed first.