

Addresses an issue where Cortana is disabled on Windows 10

If you launch Cortana and get the message 'Cortana is disabled, To use Cortana, you need to get permission your administrator' then you can resolve as follows.

Note : This is different from Cortana being completely removed from the system. Basically, this workaround addresses the issue of users not being given permission to use the application.

There are 4 ways to troubleshoot, users can do the following:

Disable and enable Cortana

If Cortana is turned off, then enabled, there may be an error with the installation. The user needs to perform the operation again and if the problem cannot be solved, reinstall it. This can be done via a third party application or using the registration method and policy.

Reset Cortana

Go to Settings> Apps and find Cortana. Select it, then click on Advanced Settings. Here users can choose to reset Cortana. It can fix any permissions issues users may have with Cortana and their Windows account. Hopefully these steps will help users resolve the error, including the disabled Cortana error. To use Cortana, users need to have permission from their administrator.

Reinstall Cortana

Cortana is currently a standalone application and can be installed from the Microsoft Store. One of the easier ways to fix this is that users can uninstall Cortana with their Admin account and then reinstall it.

Reinstall Cortana from the problematic user account

As a Microsoft Store application, users may want to reinstall the application from the user account that is experiencing the problem. Make sure that user has a Microsoft account, otherwise create an account to be able to use Cortana.

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