

Microsoft Office Specialist (MOS) 2019 exams

Microsoft 365 Apps

Microsoft 365 Apps versions

The MOS 2019 exams support Microsoft 365 Apps. Certiport requires that CATCs with Microsoft 365 Apps use the Semi-Annual update channel and recommends using either Office version 1808 or 1902 as these versions have the correct feature set for the exams.

To set the correct channel and revert to the latest **1808** version (16.0.10730.20386), use the following commands:

```
cd /d "C:\Program Files\Common Files\Microsoft Shared\ClickToRun"
```

```
OfficeC2RClient.exe /changesetting Channel=Deferred
```

```
OfficeC2RClient.exe /update USER displaylevel=true forceappshutdown=true updatepromptuser=false  
updatetoverversion=16.0.10730.20386
```

To set the correct channel and revert to the latest **1902** version (16.0.11328.20438), use the following commands:

```
cd /d "C:\Program Files\Common Files\Microsoft Shared\ClickToRun"
```

```
OfficeC2RClient.exe /changesetting Channel=Deferred
```

```
OfficeC2RClient.exe /update USER displaylevel=true forceappshutdown=true updatepromptuser=false  
updatetoverversion=16.0.11328.20438
```

This script avoids the need for uninstall/reinstall and can be ran while the machine is in use.

Traditional Editions

Volume license (VL) and Windows Installer (MSI) versions

This version (1808 and its builds) are supported by the MOS 2019 exams and no change or update is required.

Retail Click-to-Run (C2R) versions

The current MOS 2019 exams support Office Click-to-Run installations. Certiport requires that CATCs use the Semi-Annual update channel and recommends using either Office 2019 C2R version 1808 or 1902 as these versions have the correct feature set for the exams.

To set the correct channel and revert to the latest **1808** version (16.0.10730.20386), use the following commands:

```
cd /d "C:\Program Files\Common Files\Microsoft Shared\ClickToRun"
```

```
OfficeC2RClient.exe /changesetting Channel=Deferred
```

```
OfficeC2RClient.exe /update USER displaylevel=true forceappshutdown=true updatepromptuser=false  
updatetoversion=16.0.10730.20386
```

To set the correct channel and revert to the latest **1902** version (16.0.11328.20438), use the following commands:

```
cd /d "C:\Program Files\Common Files\Microsoft Shared\ClickToRun"
```

```
OfficeC2RClient.exe /changesetting Channel=Deferred
```

```
OfficeC2RClient.exe /update USER displaylevel=true forceappshutdown=true updatepromptuser=false  
updatetoversion=16.0.11328.20438
```

Once this has been done, disable automatic updates – this step is very important. The repair process re-enables automatic updates. To prevent the newest C2R version from being automatically reinstalled, updates must be disabled.

Contacting Support

Find [Answers](#) online or Contact Support through Phone, Email, or Live Chat.
Support is available Monday through Friday 6am to 5pm MT