

## Frequently Asked Questions and Support for Microsoft Office

### **Q: What is Office 365?**

**A:** Office 365 is a flexible, subscription-based solution from Microsoft that includes many cloud-based features such as document, screen, and calendar sharing, plus cloud storage, kiosk access (on certain applications), and multi-user collaboration. A new Office 365 subscription is completely customizable with virtually limitless options, and a standard configuration plan will also include access to the Microsoft Office 2016 or 2019 Suite of programs.

### **Q: What is the primary difference between the Office Suite I can get via Office 365, and the Retail version?**

**A:** In the same sense that you can choose to rent or buy a car, that option also exists for software. Typical retail-boxed versions of Office will contain a disc to install from, and you pay the entire license cost up front to own that particular version year of the software forever. The versions obtained through Office 365 are entirely subscription based, meaning that you not only get to decide how long the subscription lasts, you will also have the option to be upgraded to any newer version when it becomes available, so long as you continue to be a subscriber. There are many different packages, rates, and durations, but when they expire, so then does your access to all of the programs and features. Please note that Office 2016 and 2019 are no longer available in traditional retail boxed versions with an install CD/DVD, however you can still purchase a “PC Key Card” allowing you to download just the Office software itself and own a single user copy of the software that never expires and does not require a subscription.

### **Q: Is the Office Suite I can obtain with an Office 365 subscription compatible with Certiport’s Compass for Windows software for the delivery of Microsoft Office Specialist (MOS) exams?**

**A:** Yes, however certain Office applications are also available in “Office Online” which is a SaaS (software as a service) product that comes with most Office 365 subscriptions along with the locally installed versions. Office Online allows you to run the applications within a browser but are never fully installed on your local hard drive. Certiport’s Compass for Windows software is only compatible with the locally installed, or “Click-to-Run” versions, because our MOS examinations are “Live-in-the-Application”, which means they require access to a locally installed version. As of November 2014, all versions that you install locally via an Office 365 subscription are the “Click-to-Run” versions and therefore compatible with Compass for Windows, as long as there is only one version year of those Office programs installed on the computer. See our full [Technical Requirements page](#).

### **Q: What exactly does “Click-to-run” mean?**

**A:** Click-to-run is Microsoft’s description of how a typical piece of large software purchased online will behave. Since the download size of Office is significant, Microsoft has prioritized streaming of the front-end program files first, so that you can actually start using the basic features of the Office Suite long before the entire program has finished downloading and installing in the background.

### **Q: What will happen to our current Office software when the next Office version is released?**

**A:** This depends on your local or group policy settings. You can configure Office 365 to automatically update, or it can be configured with Group Policies and set to automatically update via the Office Deployment Tool (with the Enterprise versions of the software). In either case, this setting must be turned off individually or globally in order to avoid updating to the next Office version if you are testing with a previous version, as it will disrupt your exam delivery. See the FAQ in this document about the [semi-annual update channel](#).

### **Q: Why will upgrading to the next version of Office disrupt our current exam delivery?**

**A:** Because the MOS exams delivered via Compass for Windows rely on the locally installed version of the software. If, for example, you launch a MOS Word 2016 exam and it can no longer locate the files because Word 2019 has replaced it, Compass will not function as designed.

**Q: How can we tell if our current version of Office is compatible with Compass for Windows?**

**A:** Check the current version by opening an Office program and navigating to **File > Account**. The Version and Build are listed at the bottom of the “About (Office Program)” section. Take that information and check it against the information in this document along with the [Technical Requirements](#) for the particular MOS suite of exams your CATC is administering. You may also use the “Office Compatibility” section located within the settings menu of the Compass for Windows exam delivery software.

**Q: If we accidentally upgrade to the latest version, can we rollback to the previous one?**

**A:** Yes. In order to accomplish this, you would need to uninstall Office completely, and then using your Product Key, download and install the desired version in the same manner your CATC obtained the software originally. (Note: This will only be an option as long as Microsoft supports the desired version via the subscription model.) Best practices and version availability for this are subject to change, please refer to [Microsoft support articles](#) or contact them directly for more information.

**A2: For advanced users only:** We have three documents available containing advanced scripting options for the rollback of Office 365, 2019, and 2016:

- [Office 365 Rollback Doc](#)
- [Office 2019 Rollback Doc](#)
- [Office 2016 Rollback Doc](#)

**Q: What if our previous version was not via the subscription, could we then have two versions of Office?**

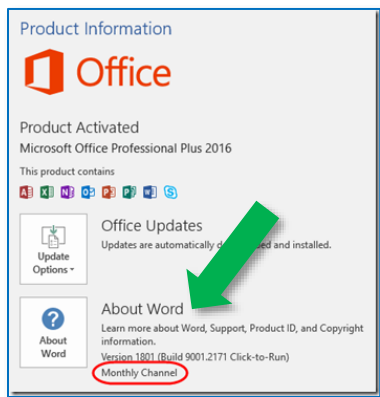
**A:** This is technically possible but still not supported. If you had the retail-box or download key version of Office installed, and then installed another retail-box/download key version, or a single locally installed version of Office obtained via Office 365, you could end up having multiple versions of the software installed side-by-side on the same computer. This is not supported by Certiport in a Live-in-the-Application environment however because the software was designed to look for a single version, and multiple program files and registry keys muddy these waters. Ensure that you clean up any old versions of Office that may be installed so that only the software matching the MOS exams you wish to administer is installed locally. If your CATC has need to deliver multiple versions of the MOS certifications you will need to maintain separate machines, or separate bootable/native partitions.

**Q: I went to repair Office 365 and there are two options – which one should we select?**

**A:** The locally installed versions of software and features obtained via Office 365 do not require an internet connection at all times. Accordingly, two options are presented to users when performing a repair: “Quick Repair” and “Online Repair”. A Quick Repair occurs locally in an attempt to fix any errors with the installation while an Online Repair effectively uninstalls and reinstalls the software without requiring deactivation and reactivation (but requires an active internet connection to perform the more thorough repair). Opt for the Quick Repair as a first choice, and then move to the Online Repair if you continue to experience issues. Should the problem persist, a full uninstall and reinstall via the product key may be necessary.

**Q: How do we find our Office 365 version and build?**

**A:** Open an Office program (Word used in this example), under **File > Account**, you'll see the following:



- The Version and Build are listed at the bottom of the “About (Office Program)” section.

**Q: What is the update channel?**

**A:** One of the benefits of Microsoft 365 Apps for Enterprise (formerly known as Office 365 ProPlus) is that Microsoft can provide new features for Office apps on a regular basis, through monthly updates. However, as the admin who deploys Microsoft 365 Apps for Enterprise to the users in your organization, you may want to have more control over how often your users receive these new features. Microsoft provides you two primary options, called update channels, to control how often Microsoft 365 Apps for Enterprise is updated with new features:

- **Monthly Channel:** Provides users with the newest Office features as soon as they're available. Updates every month.
- **Semi-Annual Channel (recommended):** Provides users with new Office features only a couple times a year. Updates every six months, in January and July.

**Q: How do we confirm we are on the semi-annual update channel?**

**A:** The channel type is listed at the bottom of the “About (Office program)” section. To change to the semi-annual channel, from an administrative command prompt, type:

```
“cd C:\Program Files\Common Files\Microsoft Shared\ClickToRun
OfficeC2RClient.exe /changesetting Channel=Deferred
OfficeC2RClient.exe /update user”
```

This will run the Click-to-Run client and revert the installed copy of Office to the current build of the semi-annual channel. This can also be controlled via Group Policy if the Office ADMX/ADML templates are available. The Group Policy Administrative Template files are used by network Group Policy to configure installations of Office 365 products, such as Office 365 ProPlus, and volume licensed versions of Office 2019 and Office 2016. Those templates can be found here: <https://www.microsoft.com/en-us/download/details.aspx?id=49030>

- **Note:** Versions greater than and including Microsoft 365 Apps for Enterprise 1808 can take MOS 365 and 2019 exams. Versions prior to and including 1808 can take MOS 2016 exams

The relevant group policy is available here: **Computer Configuration > Policies > Administrative Templates > Microsoft Office 2016 (Machine) > Updates > Update Channel**

Find [Answers](#) Online | Customer Service: 888.999.9830 Opt. 3 (M – F 7am to 5pm MT)  
[Customerservices@certiport.com](mailto:Customerservices@certiport.com) - Technical Support: 888.999.9830 Opt. 1 (M – F 6am to 5pm MT)