END OF SUPPORT PLAYBOOK · OFFICE

How to move from Office 2016 or 2019 to Microsoft 365 Apps

Support for Office 2016 and Office 2019 ended on 14 October 2025. Find every old install, test macros and add-ins, remove the old version cleanly, and deploy Microsoft 365 Apps (or Office LTSC 2024 where you must) without losing a working day.

Updated 4 Nov 2026 5 phases 11 detailed steps 8 official sources

START HERE

How do you move from Office 2016 or 2019 to Microsoft 365 Apps?

SHORT ANSWER

This replaces Office 2016 or Office 2019 on every PC with Microsoft 365 Apps, the subscription version of Office that updates itself. The work is mostly preparation: finding every install, making sure each user has the right licence, and testing the macros, add-ins and templates people depend on.

- **Recommended route:** Office Deployment Tool (ODT) with a configuration file that removes the old version, pushed by Intune or Configuration Manager where you have them
- **Order:** Find out what you have before you buy or change anything, test on a small pilot, then remove and replace in waves.
- **5 phases:** Find every install, Licences and compatibility, Build the configuration, Deploy in waves and Clean up.
- **You're done when:** No device reports Office 2016, Office 2019, Project or Visio 2016 or 2019.

KEY DATES

10 Oct 2023	Office 2016 and 2019 no longer supported for connecting to Microsoft 365 services.	Passed

14 Oct 2025	Support ended for Office 2016 and 2019, including Project and Visio 2016 and 2019.	Passed
13 Oct 2026	Support ended for Office LTSC 2021.	Passed

The install itself is quick per PC once the configuration file is right, and it can run from the internet, from a file share, or through Intune or Configuration Manager.

RECOMMENDED ROUTE

Office Deployment Tool (ODT) with a configuration file that removes the old version, pushed by Intune or Configuration Manager where you have them

It is Microsoft's own installer, it removes MSI versions of Office in the same pass, and the same configuration file works for a pilot PC and for the whole fleet.

▼ Other options and when to use them

- **Intune Microsoft 365 Apps app type**
  : Devices are already managed in Intune and you want the install, channel and language settings in one policy.
- **Office LTSC 2024 (volume licensing)**
  : A regulated or isolated environment that cannot take monthly feature updates.
- **Microsoft 365 Apps installed by each user from the Microsoft 365 portal**
  : A handful of PCs with local admin rights and no management tools.

TOOLS FOR THIS PLAN

Are you ready?
22-question readiness check

Plan your dates
Dated countdown you can add to your calendar

New to the jargon?
Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Find out what you have before you buy or change anything, test on a small pilot, then remove and replace in waves. Keep the old installers until the last wave has signed off.

1. **Inventory of Office versions, editions, Project and Visio, per device**
   Licences and the removal method depend on the version, edition and install type on each PC.
2. **Licences assigned for Microsoft 365 Apps**

Microsoft 365 Apps is licensed per user, so every user needs a plan that includes it before the install can activate.

3 **Macro, add-in and template testing**

Business-critical VBA macros and non-Microsoft add-ins are what break, and Microsoft says to test them before deploying.

4 **Configuration file built and tested on pilot PCs**

One file decides edition, 32 or 64-bit, channel, languages and what gets removed, so a mistake repeats on every PC.

5 **Deployment in waves with users told in advance**

Open Office apps can make the install fail or lose unsaved work, so users need to save and close.

6 **Old installers, shortcuts and licences retired**

Leftover Office 2016 or 2019 installs keep the security exposure the project exists to remove.

SETTINGS CHECKLIST: DECIDE THESE BEFORE YOU COPY

Built-in and third-party tools treat these differently. Tick each one off once you have decided.

Download this checklist (Excel)

☐ **Which version to move to**

Microsoft 365 Apps for everyone, or Office LTSC 2024 for specific machines.

▼ How each tool handles it

Built-in method	Microsoft recommends Microsoft 365 Apps for enterprise, and Office LTSC 2024 only where that isn't possible. Office LTSC 2024 gets no new features, is sold through volume licensing, and lacks the cloud-backed features of Microsoft 365 Apps.

Tip: Reserve LTSC for named machines with a written reason, such as an isolated lab, and put its own end-of-support date in your register.

Microsoft Learn: End of support resources for Office

☐ **Removing the old version**

How each install type is removed before the new one goes on.

▼ How each tool handles it

Built-in method	Office Deployment Tool: the RemoveMSI element uninstalls 2007, 2010, 2013 and 2016 versions of Office, Visio and Project installed with Windows Installer (MSI). It does not remove Click-to-Run versions: remove those through Control Panel or with the Remove element.
Microsoft Support and Recovery Assistant (SaRA)	Command-line Office scrub: SaRAcmd.exe -S OfficeScrubScenario -AcceptEula -OfficeVersion All, or a specific version such as 2016.

Tip: Check the install type in your inventory first: a PC with Click-to-Run Office 2019 needs a different removal from one with MSI Office 2016.

Microsoft Learn: Remove existing MSI versions of Office when upgrading to Microsoft 365 Apps

- [ ] **Project and Visio**

Who keeps Project or Visio, and on which licence.

▼ **How each tool handles it**

Built-in method	Project and Visio 2016 and 2019 reached end of support on the same date. RemoveMSI removes them too unless you list them with IgnoreProduct (for example VisPro). Microsoft notes only full product removals are supported.

Tip: Match each Project or Visio user to a current licence before the removal wave, or they lose the app on the day.

Microsoft Learn: Remove existing MSI versions of Office when upgrading to Microsoft 365 Apps

- [ ] **Languages and proofing tools**

Which languages each group needs after the upgrade.

▼ **How each tool handles it**

Built-in method	Office Deployment Tool: add Language ID="MatchPreviousMSI" (with RemoveMSI and at least one language ID) to install the same languages the old MSI Office had. From a local source, add AllowCdnFallback="True" so missing languages download from the internet.

Tip: Include MatchPreviousMSI in the pilot file even if you think everyone uses English.

Microsoft Learn: Remove existing MSI versions of Office when upgrading to Microsoft 365 Apps

- [ ] **32-bit or 64-bit**
  Which architecture to install.

  ▼ **How each tool handles it**

  Built-in method Intune: the 32-bit version installs on 32-bit and 64-bit devices, the 64-bit version on 64-bit devices only. The Office Deployment Tool sets it with OfficeClientEdition.

  Tip: Test old 32-bit add-ins before choosing 64-bit; they are the usual reason a business stays on 32-bit.

  Microsoft Learn: Add Microsoft 365 Apps to Windows devices with Microsoft Intune

- [ ] **Update channel**
  How often users get new features.

  ▼ **How each tool handles it**

  Built-in method Microsoft 365 Apps: channels deliver new features as soon as they are ready, once a month, or once every six months. Microsoft says Copilot needs Monthly Enterprise Channel or Current Channel. You can change the channel after the upgrade.

  Tip: Pick one channel for most users and a faster one for a small IT test group.

  Microsoft Learn: Plan an upgrade from older versions of Office to Microsoft 365 Apps

- [ ] **Shared and offline PCs**
  How reception desks, meeting rooms and kiosks are licensed.

  ▼ **How each tool handles it**

  Built-in method Microsoft 365 Apps: shared computer activation is for devices used by several users, device-based licensing and extended offline access cover other cases. Intune has a Use shared computer activation option.

  Tip: List shared PCs separately in the inventory; they fail activation if deployed with the standard file.

  Microsoft Learn: Plan an upgrade from older versions of Office to Microsoft 365 Apps

THE PLAN, PHASE BY PHASE

1 Find every install — Week 1

List
every

PC with its Office version, edition and install type (MSI or Click-to-Run).

Note Project, Visio, language packs and shared or offline PCs.

List business-critical macros, add-ins and templates, with an owner for each.

> ⚠ **Watch out:** Office 2016 and 2019 may still connect to Microsoft 365, so nothing visibly breaks and old installs are easy to miss.

WAYS AROUND IT

- Use your device management or a software inventory report, not user surveys, to find installs.

Show the detailed steps (2) →

2 Licences and compatibility

Weeks 1 to 2

Confirm each user has a plan that includes Microsoft 365 Apps, and assign licences.

Test business-critical macros, add-ins and complex files on a pilot PC with Microsoft 365 Apps.

Decide on Office

LTSC 2024 only for machines that cannot take feature updates.

> **Watch out:** Old 32-bit add-ins may not work in 64-bit Office.
>
> **WAYS AROUND IT**
>
> - Install 32-bit Microsoft 365 Apps for those users, or replace the add-in.

Show the detailed steps (2) →

3 Build the configuration Week 2

Create the configuration file in the Office Customization Tool or by hand.

Set edition, channel, languages, RemoveMSI and any IgnoreProduct entries.

Install on five to ten pilot PCs and fix what breaks.

Watch out: RemoveMSI does not remove Click-to-Run Office 2016 or 2019.

WAYS AROUND IT

- Remove those with the Remove element in the configuration file or through Control Panel.

TOOLS THAT CAN DO IT

Microsoft Support and Recovery Assistant (SaRA)
Scrubs any Office version from the command line when a normal uninstall fails.

Show the detailed steps (2) →

4 Deploy in waves

Weeks 3 to 6

Tell each wave a few days ahead to save work and close Office at the install time.

Push the install with Intune, Configuration Manager or the Office Deployment Tool.

Have users sign in and accept the privacy prompt, then check activation.

> **Watch out:** Intune supports one Microsoft 365 Apps deployment per device, and an install can fail if Office apps are open.
>
> **WAYS AROUND IT**
>
> - Keep one policy per device group, and schedule installs outside working hours.

Show the detailed steps (3) →

5 Clean up

After the last wave

Confirm no PC still reports Office 2016

or 2019.

Retire old installers, shortcuts and volume licence keys.

Put Office LTSC machines, if any, on your end-of-support register.

> **Watch out:** A PC missed in the inventory keeps unsupported Office.
>
> **WAYS AROUND IT**
>
> - Re-run the inventory report a week after the last wave and fix stragglers.

Show the detailed steps (2) →

You are finished when

- No device reports Office 2016, Office 2019, Project or Visio 2016 or 2019.
- Every user opens Word, Excel and Outlook with Microsoft 365 Apps activated under their own account.
- Business-critical macros, add-ins and templates work, signed off by their owners.
- Old installers and licence keys are retired, and any LTSC machines are on the register.

Tools named in this plan are independent third-party products, not endorsed by the platform vendor and not paid placements. Check the tool's own documentation and run a pilot first.

CLICK BY CLICK

What does each step involve?

Open a part when you reach it in the plan. Each step says where to go, what to do and what you should see.

About this migration

What it covers, limits at a glance —

Office 2016 and Office 2019 reached end of support on 14 October 2025. Microsoft says the apps keep running, but they no longer get security fixes, and phone and chat support has ended. Microsoft also stopped supporting their connection to Microsoft 365 services such as Exchange Online, SharePoint and OneDrive on 10 October 2023: they may still connect, but it is not supported. Microsoft recommends upgrading to Microsoft 365 Apps, and only if that is not possible, to Office LTSC 2024. This playbook covers the whole job for a business: inventory, licences, add-in testing, removing the old version, deployment and clean-up. If Windows 10 is also on your list, see Windows 10 end of support and plan both together.

SUPPORT ENDED
14 October 2025, for Office 2016 and Office 2019, including Project and Visio 2016 and 2019

CONNECTING TO MICROSOFT 365
Not supported for Office 2016 and 2019 since 10 October 2023

RECOMMENDED TARGET
Microsoft 365 Apps; Office LTSC 2024 only where feature updates are not allowed

REMOVAL TOOL
Office Deployment Tool with RemoveMSI, or Microsoft Support and Recovery Assistant

DEPLOY WITH
Office Deployment Tool, Intune, or Configuration Manager

ALSO ENDED
Office LTSC 2021, on 13 October 2026

1 What do you need before you move from Office 2016 or 2019 to Microsoft 365 Apps?

Need	Details	Where to get it
Microsoft 365 plan that includes Microsoft 365 Apps	Licensed per user; each user can install on several devices.	Microsoft 365 admin center > Billing
A list of PCs and Office versions	Version, edition, MSI or Click-to-Run, Project and Visio.	Intune, Configuration Manager or your inventory tool
Office Deployment Tool	setup.exe plus a sample configuration.xml.	Microsoft Download Center (linked from Microsoft Learn)
Office Customization Tool	Builds the configuration file in a web page.	https://config.office.com
Pilot PCs and users	Five to ten people who use the critical macros and add-ins.	Your business teams
Local admin rights or a management tool	Installing and removing Office needs admin rights.	Intune, Configuration Manager or IT staff

2 Find every Office install

2 steps

1

Report installed Office versions

Where: Your device management or software inventory tool (for example the discovered apps report in Intune, or Configuration Manager)

Export the list of devices with Microsoft Office, Project or Visio installed. For each, record the version (2016 or 2019), edition, and whether it is an MSI or Click-to-Run install. Put it in the application inventory template.

✓ **You should see:** One row per device with version, edition and install type.

2

List what depends on Office

Where: Each business team, with the inventory open

Ask each team for the workbooks with macros, add-ins (accounting, CRM, document management) and templates they cannot work without. Record an owner who will test each one.

✓ **You should see:** A list of critical files and add-ins, each with a named tester.

3 Check licences and test compatibility

2 steps −

1

Assign Microsoft 365 Apps licences

Where: Microsoft 365 admin center > Users > Active users > select a user > Licenses and apps

Make sure every user who will get the new Office has a plan that includes Microsoft 365 Apps, and that the Microsoft 365 Apps service is ticked. For many users at once, see assign Microsoft 365 licences.

✓ **You should see:** Each user shows a licence that includes Microsoft 365 Apps.

2

Test critical macros and add-ins

Where: A pilot PC with Microsoft 365 Apps installed, signed in as each tester

Each owner opens their files, runs the macros and uses the add-ins. Record any failures. Microsoft points to the Microsoft 365 Apps Upgrade Readiness Toolkit and, for Configuration Manager users, the Microsoft 365 Apps readiness dashboard, and offers help through App Assure.

✓ **You should see:** A pass or fail against every critical item, with a fix or workaround for each fail.

4 Build and test the configuration file

2 steps −

1

Create the configuration file

Where: Office Customization Tool (https://config.office.com), or a text editor

Choose the product, 32 or 64-bit, update channel and languages. Add `RemoveMSI` to remove MSI Office, Project and Visio, with `IgnoreProduct` for anything you must keep, and `MatchPreviousMSI` to keep the same languages.

```
<Configuration>
  <Add OfficeClientEdition="64" Channel="MonthlyEnterprise">
    <Product ID="O365ProPlusRetail">
      <Language ID="en-us" />
      <Language ID="MatchPreviousMSI" />
    </Product>
  </Add>
  <RemoveMSI />
  <Display Level="Full" AcceptEULA="TRUE" />
</Configuration>
```

✓ **You should see:** A configuration.xml saved with the Office Deployment Tool files.

2

Install on pilot PCs

Where: Command Prompt (as administrator) on each pilot PC, in the folder with setup.exe and configuration.xml

Close all Office apps, then run the install. Microsoft notes a restart is required to finish uninstalling the old version but is not forced, so restart afterwards.

```
setup.exe /configure configuration.xml
```

✓ **You should see:** Office 2016 or 2019 is gone from Settings > Apps, and Microsoft 365 Apps opens and activates.

5 Deploy to everyone

3 steps −

1

Deploy with Intune

Where: Intune admin center > Apps > All Apps > Create > Microsoft 365 Apps: Windows 10 and later

Choose **Configuration designer** or **Enter XML data** and paste your tested file. Set **Remove other versions** to **Yes** so MSI Office is removed; Microsoft notes the install fails if MSI Office is still present. Assign to one device or user group per wave.

✓ **You should see:** Device install status shows Installed for the wave.

2

Or deploy with the Office Deployment Tool

Where: A file share and your software distribution tool or logon script

For many PCs on one site, download the installation files once to a share, then install from it so each PC does not download from the internet.

```
setup.exe /download configuration.xml
setup.exe /configure configuration.xml
```

✓ **You should see:** PCs install from the share and report the new version.

3

Help users through first sign-in

Where: Each user's PC, in Word or Outlook

Users sign in with their work account and accept the "Your Privacy Matters" prompt, which Microsoft says is needed to complete the upgrade. Give them the quick-start guide.

✓ **You should see:** File > Account shows Microsoft 365 Apps, activated to the user.

6 Clean up and confirm

2 steps

1

Re-run the inventory

Where: The same software inventory report you used in Step 1

Search for Office 2016, Office 2019, Project and Visio 2016 or 2019. Fix any device still reporting them.

✓ **You should see:** No device reports an unsupported Office version.

2

Retire the old installers and keys

Where: Your file shares, software library and licence records

Remove Office 2016 and 2019 installers from shares and deployment tools so they cannot be reinstalled, and record the volume licence keys as retired.

✓ **You should see:** No route remains to install the old version.

WORTH KNOWING

What can go wrong, and how do you avoid it?

The detail behind the plan: options compared, and what experienced engineers check first. Tap any item.

Compare all the ways to do this

3 options –

Office Deployment Tool with a configuration file

MEDIUM EFFORT

Best for: Any size of business, with or without management tools

+ Microsoft's own installer
+ Removes MSI Office in the same pass
+ One file for pilot and production
– You run it on each PC or through a script or tool
– Needs admin rights on each PC

Read more →

Intune Microsoft 365 Apps policy

LOW EFFORT

Best for: PCs already enrolled in Intune

+ Install, channel and languages in one policy
+ Install status per device
+ Can remove MSI Office automatically
– One Microsoft 365 Apps deployment per device
– Not for Windows Home editions

Read more →

Office LTSC 2024

MEDIUM EFFORT

Best for: Regulated or isolated machines that cannot take feature updates

- + No monthly feature changes
- + Installs without internet once downloaded
- – No new features and no cloud-backed features
- – Five years of support, no extended support

Read more →

OUR ADVICE

Use Intune if your PCs are enrolled in it; otherwise use the Office Deployment Tool with a tested configuration file. Keep Office LTSC 2024 for the few machines that genuinely cannot take updates.

Old Office keeps working, which is the risk

REDUCES RISK

Microsoft says Office 2016 and 2019 continue to run after end of support, but without security fixes for newly found vulnerabilities. Nothing forces the upgrade, so it slips.

WHAT TO DO

Set a date for the last wave and report weekly on devices still running old Office.

Microsoft Support: End of support for Office 2016 and Office 2019

Connecting to Microsoft 365 has been unsupported since 2023

USER IMPACT

Microsoft ended support for Office 2016 and 2019 connecting to Microsoft 365 services on 10 October 2023. They may still connect, but Microsoft warns of missing features and unexpected reliability problems over time.

WHAT TO DO

Treat any Outlook or OneDrive problem on these versions as a reason to upgrade that user first.

Microsoft Learn: Office versions and connectivity to Microsoft 365 services

Macros and add-ins decide the timeline

SAVES TIME

Microsoft tells you to test business-critical VBA macros, non-Microsoft add-ins and complex files before deploying. These are what stop a wave.

WHAT TO DO

Test in week 2 with the owners, and keep 32-bit Office for users whose add-ins need it.

Microsoft Learn: Plan an upgrade from older versions of Office to Microsoft 365 Apps

Remove the old version the right way

REDUCES RISK

RemoveMSI only removes MSI installs. Click-to-Run Office 2016 or 2019 needs the Remove element or Control Panel. Intune needs Remove other versions set to Yes, or the install fails when MSI Office is present.

WHAT TO DO

Record the install type per device and test both paths in the pilot.

Microsoft Learn: Remove existing MSI versions of Office when upgrading to Microsoft 365 Apps

Open apps can fail the install and lose work

USER IMPACT

Microsoft notes an Intune install can fail if Office apps are open, and users might lose unsaved work. Forcing apps closed can also lose data.

WHAT TO DO

Tell each wave the time, ask them to save and close Office, and install outside working hours where you can.

Microsoft Learn: Add Microsoft 365 Apps to Windows devices with Microsoft Intune

Office LTSC 2024 is a stopgap, not a destination

COST LEVER

Office LTSC 2024 gets no new features and has five years of support with no extended support. Office LTSC 2021 support ended on 13 October 2026.

WHAT TO DO

Use LTSC only for machines that cannot take feature updates, and record its end date now.

Microsoft Learn: Overview of Office LTSC 2024

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

5 checks

Run these before you declare the migration complete. Record the results in the data validation report.

Check	How to check	What good looks like
No unsupported Office remains	Re-run the Office inventory report from Step 1 and search for 2016 and 2019.	No device lists Office, Project or Visio 2016 or 2019.
Microsoft 365 Apps is activated per user	On sample PCs, open Word > **File** > **Account**.	Shows Microsoft 365 Apps, the chosen channel, and the signed-in user.
Critical macros and add-ins work	Each owner reruns their tests from Step 2 on a production PC.	Every critical item is signed off as working.
Languages and proofing are correct	Check **File** > **Options** > **Language** for users who had extra languages.	The same languages are available as before.
Outlook and OneDrive connect	Open Outlook and OneDrive on sample PCs and check mail, calendar and file sync.	Mail and files sync with no sign-in prompts.

Rollback plan

If it goes wrong

ROLL BACK IF

- A business-critical add-in or macro fails and has no workaround
- Installs fail on most PCs in a wave
- Activation fails for many users on the day

POINT OF NO RETURN

Once Office 2016 or 2019 support has ended there is nothing safe to go back to long term, so rollback means pausing waves, not reinstalling old Office everywhere. For a single blocking add-in, keep the affected users on their current PCs until a fix or a 32-bit install is ready.

1

Pause the deployment

Where: Intune admin center > Apps > the Microsoft 365 Apps policy > Assignments

Remove the next wave's group from the assignment, or stop the script in your distribution tool.

✓ **You should see:** No new PCs start installing.

2

Fix the affected users

Where: The affected PCs

Reinstall with a corrected configuration file, for example 32-bit for an add-in that needs it, and retest with the owner.

✓ **You should see:** The add-in or macro works on the corrected install.

3

Resume in a smaller wave

Where: Your deployment tool

Resume with a small group and watch install status before widening.

✓ **You should see:** The next wave installs cleanly.

Agree the triggers and who decides before the go / no-go meeting. Use the rollback plan template.

Common problems and fixes

5 errors

`Intune install status 1603`

Cause: A prerequisite failed, such as an MSI version of Office still on the device.

Fix: Set Remove other versions to Yes in the Intune policy, or remove MSI Office first.

`Install fails or stalls while Office apps are open`

Cause: Users had Word, Excel or Outlook running during the install.

Fix: Ask users to close Office, or schedule the install outside working hours.

`Old Office still listed after the install`

Cause: RemoveMSI does not remove Click-to-Run versions.

Fix: Add the Remove element to the configuration file, or uninstall through Control Panel.

`Languages missing after the upgrade`

Cause: The configuration file did not include the old languages.

Fix: Add Language ID="MatchPreviousMSI" and reinstall, with AllowCdnFallback="True" for a local source.

`Microsoft 365 Apps will not activate`

Cause: The user has no plan that includes Microsoft 365 Apps, or a shared PC was installed without shared computer activation.

Fix: Assign the right licence, or reinstall with shared computer activation on shared PCs.

Search the full error library →

FAQ

Frequently asked questions

When did Office 2016 and 2019 support end?

On 14 October 2025, together with Project and Visio 2016 and 2019.

Will Office 2016 or 2019 stop working?

Microsoft says the apps keep running, but they no longer get security fixes or technical support.

Can Office 2019 still connect to Exchange Online and OneDrive?

It may still connect, but Microsoft stopped supporting that connection on 10 October 2023.

Should I buy Office LTSC 2024 instead of Microsoft 365 Apps?

Microsoft recommends Microsoft 365 Apps, and LTSC 2024 only for environments that cannot take feature updates.

Do I need to uninstall Office 2016 first?

Yes. Microsoft says to remove previous versions first. The Office Deployment Tool can remove MSI versions in the same pass with RemoveMSI.

SOURCES

Official sources

8 official pages this guide is based on

Vendors change limits and features, so confirm details on the source before you rely on them. Last checked 4 Nov 2026.

- Microsoft Support: End of support for Office 2016 and Office 2019
- Microsoft Learn: End of support resources for Office
- Microsoft Learn: Plan an upgrade from older versions of Office to Microsoft 365 Apps
- Microsoft Learn: Office versions and connectivity to Microsoft 365 services
- Microsoft Learn: Remove existing MSI versions of Office when upgrading to Micros...
- Microsoft Learn: Overview of the Office Deployment Tool
- Microsoft Learn: Add Microsoft 365 Apps to Windows devices with Microsoft Intune
- Microsoft Learn: Overview of Office LTSC 2024