C2R Issues

Office

We found a problem!

We're sorry, Office Click-to-Run installer encountered a problem because you have these Windows Installer based Office programs installed on your computer:

Microsoft Office Professional Plus 2013

Click-to-Run and Windows Installer editions of Office programs don't get along for this version, so you can only have one type installed at a time. Please try installing the Windows Installer edition of Office instead, or uninstall your other Windows Installer based Office programs and try this installation again.

Go online for additional help.

Close

1. **Determining your Office version – MSI vs. C2R**

   When investigating an issue with your Microsoft Office applications, you may need to determine whether you have the Windows Installer (MSI) based version of Office or the Click-to-Run (C2R) version of Office. These versions are based on different installation methods.

   The MSI based version of Office uses Windows Installer technology, which is a traditional method of installing and updating Office. If you install Office by using MSI, you have to wait until the whole Office product is installed before you can open and start to use the product. The C2R based version of Office uses Click-to-Run, which is a Microsoft streaming and virtualization technology that allows you to open and start to use the product before the whole product is installed. Click-to-Run is the technology used to install Office 365 subscription products, while the MSI is used mainly to install the volume license editions of Office.

   To find out whether your installation is MSI or C2R, in the Microsoft Office application, such as Word or Excel, go to **File > Account**. If you see an **Office Updates** section, the installation is C2R.

2. **Other method**

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check if the Office Click-to-Run is installed on your system or not. In order to do that, click on the File menu and then click Help and search for the Click-to-Run updates.
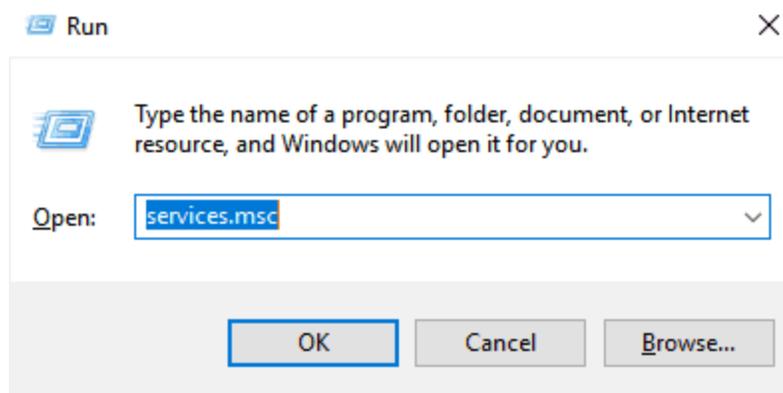
If you are able to see Click-to-run updates, then it is installed on your computer.

3. **How to remove Office Click-to-run?**

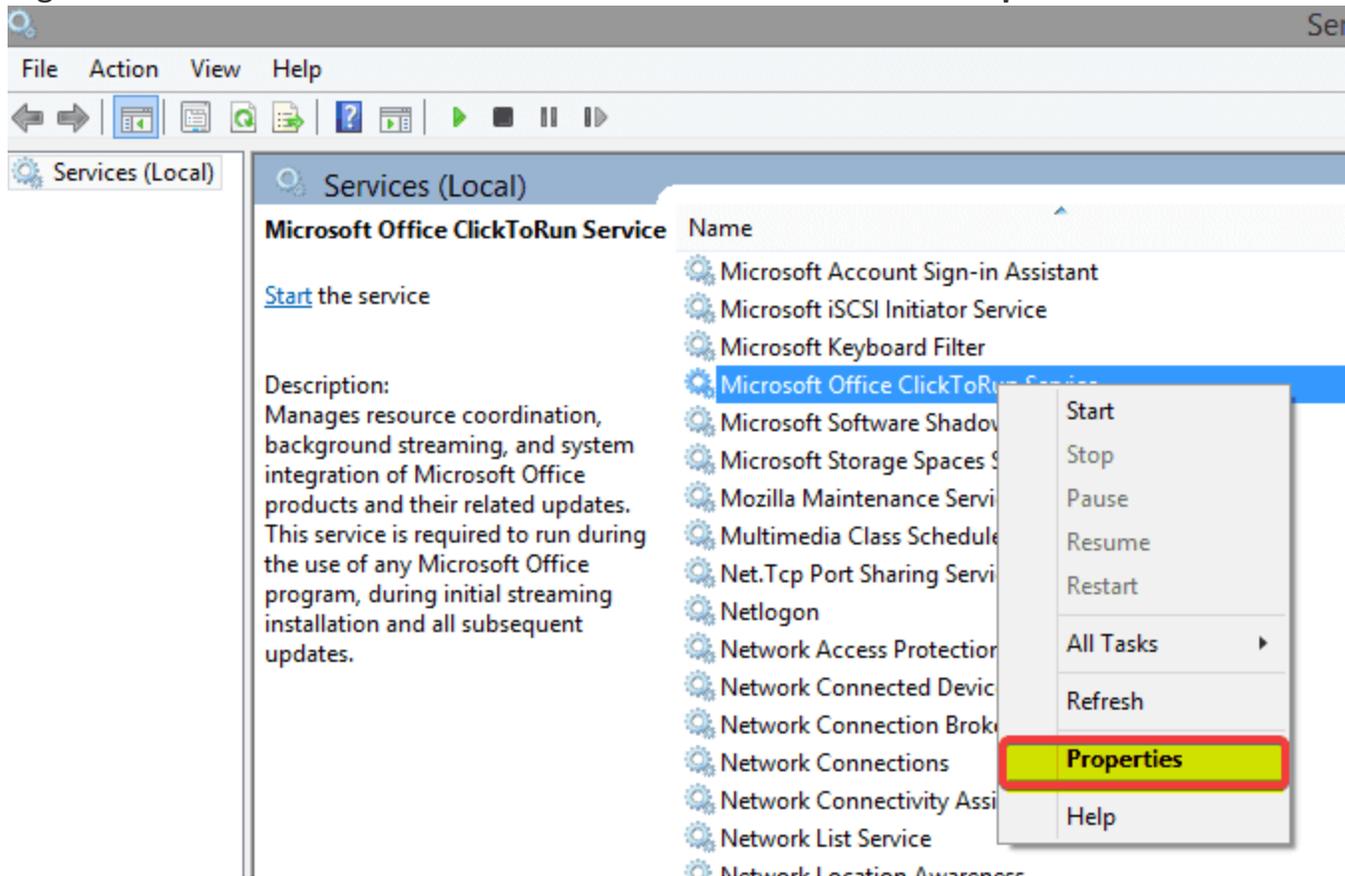Solution 1: Disable Click-to-run from Services

Press the **Windows** key + **R** in order to launch the Run application

Type **services.msc** and press **OK**

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1. Right click on **Microsoft Office Click-to-Run service** and select **Properties**

2. In the **General** tab, go to **Startup type**, pull down the menu and select **Disable**

3. Click **OK** and **restart** your computer

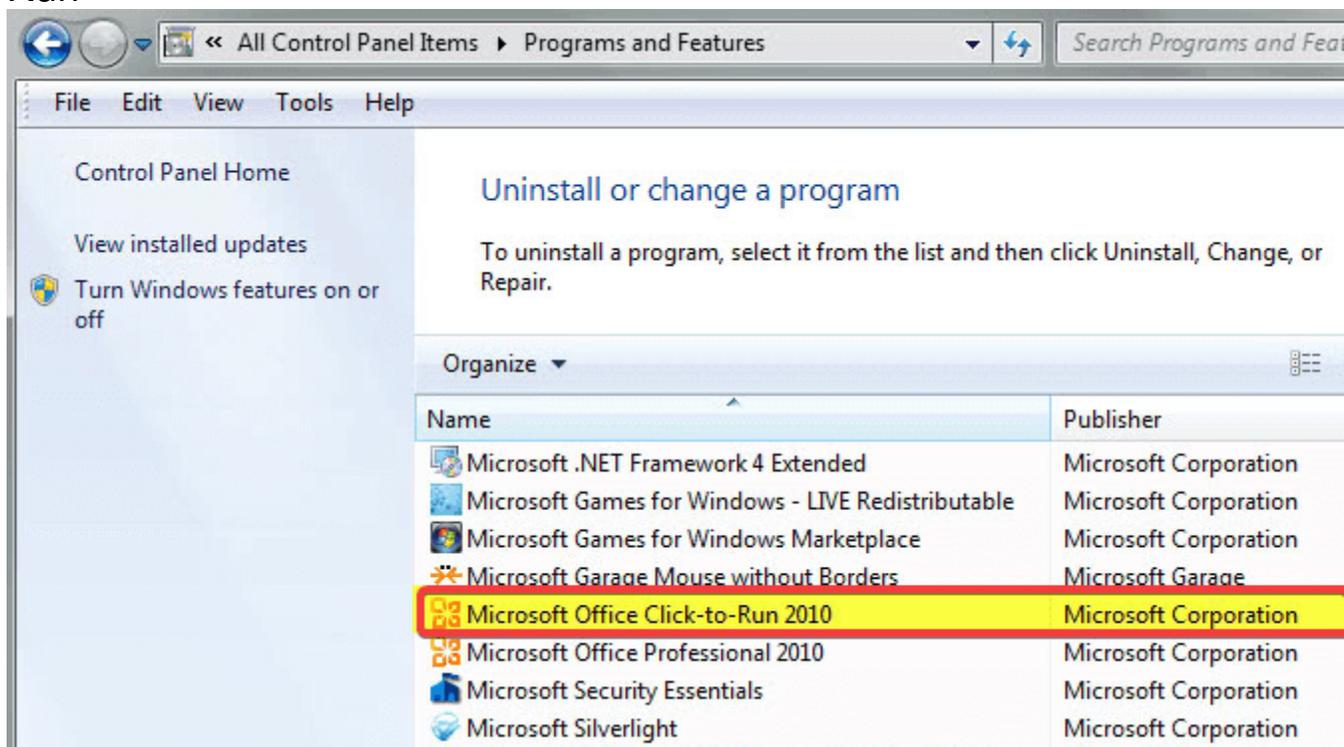## Solution 2: Download the Office version that is not Click-to-Run

1. Visit the site where you purchased Office and sign in by using your Live ID

2. Click **My account** at the top of the home page to access your **Office downloads**

3. Click download for the suite you purchased and then click **Advanced Options** under Download now

4. A version of Office is listed that is not an Office Click-to-Run product and does not require the Q: drive to be available

Solution 3: Disable Click-to-run from Control Panel

1. Click **Start** and the go to **Control Panel**
2. Click on the **Programs and features item**
3. Click on **Uninstall or change a program**
4. In the list of installed programs, click on Microsoft Office Click-to-Run

5.
6. Click on **Uninstall**
7. Click **YES** when you are prompted to remove all applications that were installed by Click-to-Run

Solution 4: Disable Click-to-run using Task Manager

1. Press **Windows** key + **X**
2. Choose **Task Manager**
3. Go to **Startup** tab

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4. Click on Click-to-Run and select **Disable**
5. **Restart** your computer

Since Click-to-Run provides update to the Office suite and is an important component of Microsoft Office, it is not advisable to uninstall Click-to-Run. If you want to get it back, here is the complete guide on how to download it.