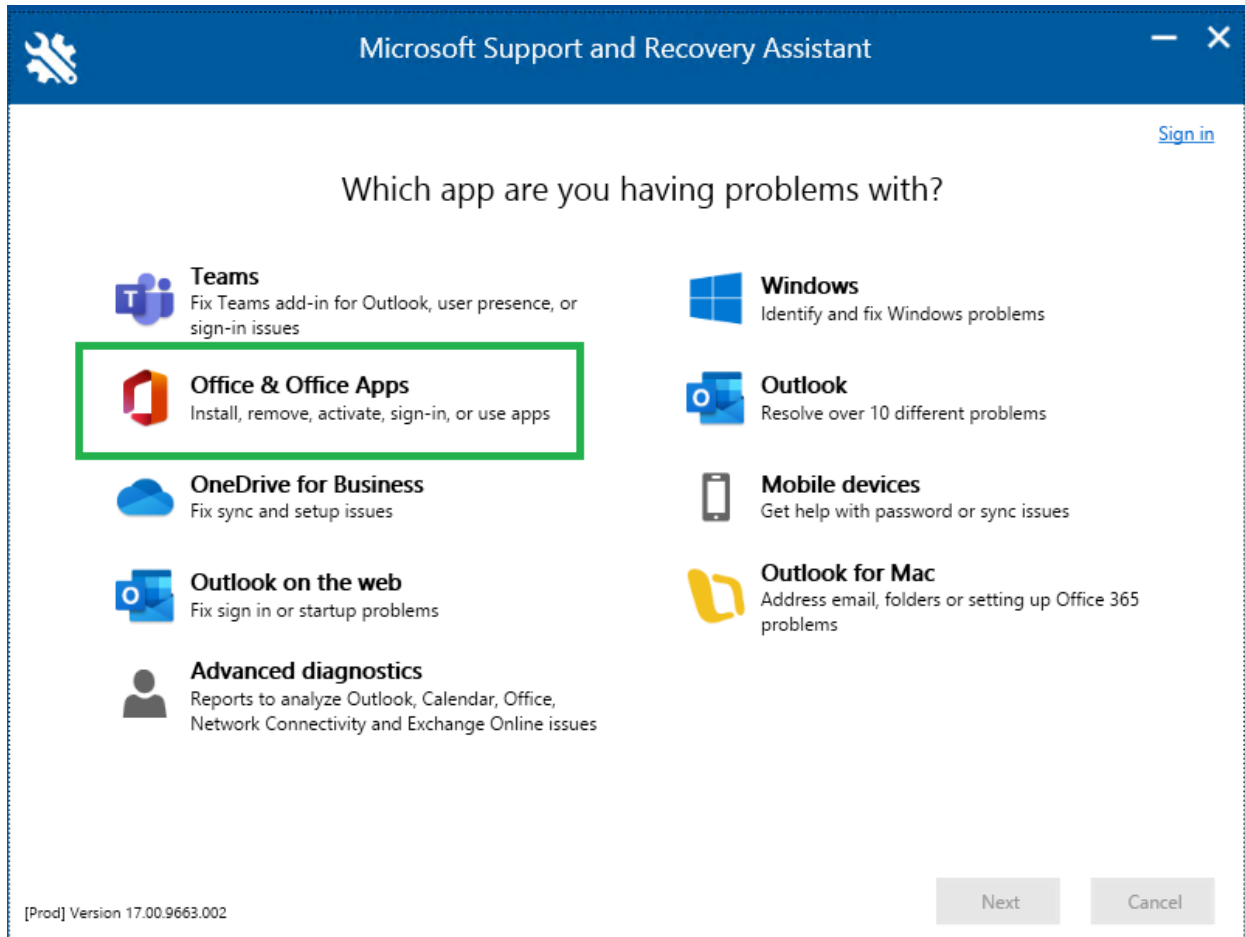


Microsoft Support and Recovery Assistant

Download and install "Microsoft Support and Recovery Assistant" from

<https://www.microsoft.com/en-us/download/100607>


Select "Office & Office Apps"



Uninstall Office:

Microsoft Support and Recovery Assistant

[Sign in](#)



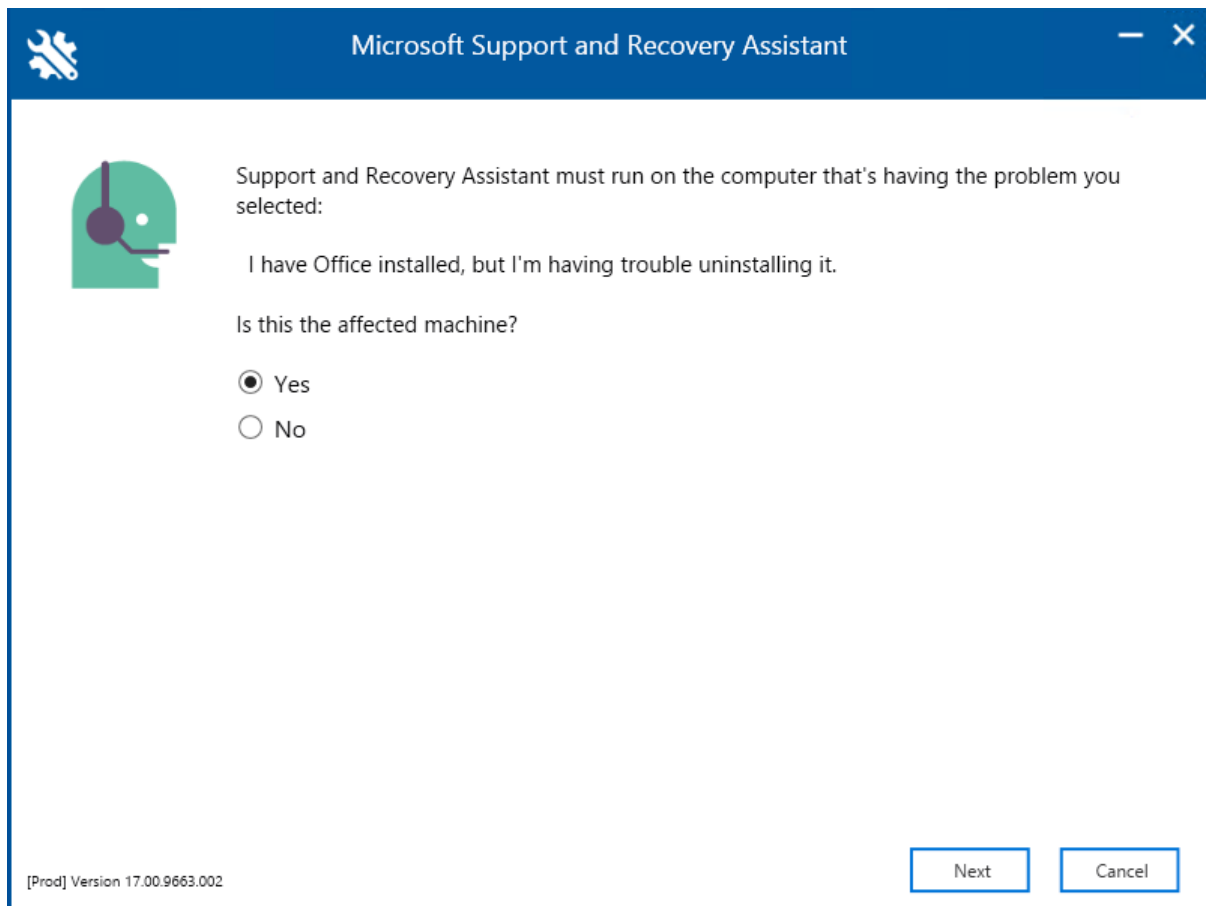
Select the problem you're having

- I have an Office 365 subscription, but I'm having trouble installing it.
- I've installed a subscription version of Office, but I can't activate it.
- I have Office installed, but I'm having trouble uninstalling it.
- I have a Project Online plan and I'm having trouble installing Project.
- I have a Visio Online plan and I'm having trouble installing Visio.
- I want to setup Office with shared computer activation on a computer or server in my organization.
- I am unable to sign-in to activate or use Office apps.
- Excel always crashes when it starts or it crashes when I open certain files. **NEW**
- I don't see my Excel problem listed. **ADVANCED SEARCH**
- I don't see my Word problem listed. **ADVANCED SEARCH**

[Prod] Version 17.00.9663.002

Back Next Cancel

Confirm the uninstall from the machine and confirm the next steps:



The image shows a screenshot of the Microsoft Support and Recovery Assistant application window. The title bar is blue and contains the text "Microsoft Support and Recovery Assistant" and standard window control icons (minimize, maximize, close). On the left side of the window, there is a green icon of a person's head with a headset, representing a support agent. The main content area is white and contains the following text: "Support and Recovery Assistant must run on the computer that's having the problem you selected:", "I have Office installed, but I'm having trouble uninstalling it.", and "Is this the affected machine?". Below this text are two radio button options: "Yes" (which is selected) and "No". At the bottom right of the window, there are two buttons: "Next" and "Cancel". In the bottom left corner, there is a small text string: "[Prod] Version 17.00.9663.002".

Microsoft Support and Recovery Assistant

Support and Recovery Assistant must run on the computer that's having the problem you selected:

I have Office installed, but I'm having trouble uninstalling it.

Is this the affected machine?

Yes

No

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Next Cancel

Restart the machine and run the installation:

Microsoft Support and Recovery Assistant

[Sign in](#)

Select the problem you're having

- I have an Office 365 subscription, but I'm having trouble installing it.
I've installed a subscription version of Office, but I can't activate it.
- I have Office installed, but I'm having trouble uninstalling it.
- I have a Project Online plan and I'm having trouble installing Project.
- I have a Visio Online plan and I'm having trouble installing Visio.
- I want to setup Office with shared computer activation on a computer or server in my organization.
- I am unable to sign-in to activate or use Office apps.
- Excel always crashes when it starts or it crashes when I open certain files. **NEW**
- I don't see my Excel problem listed. **ADVANCED SEARCH**
- I don't see my Word problem listed. **ADVANCED SEARCH**

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