

Reverting MS Office to a Previous Version

Problem:

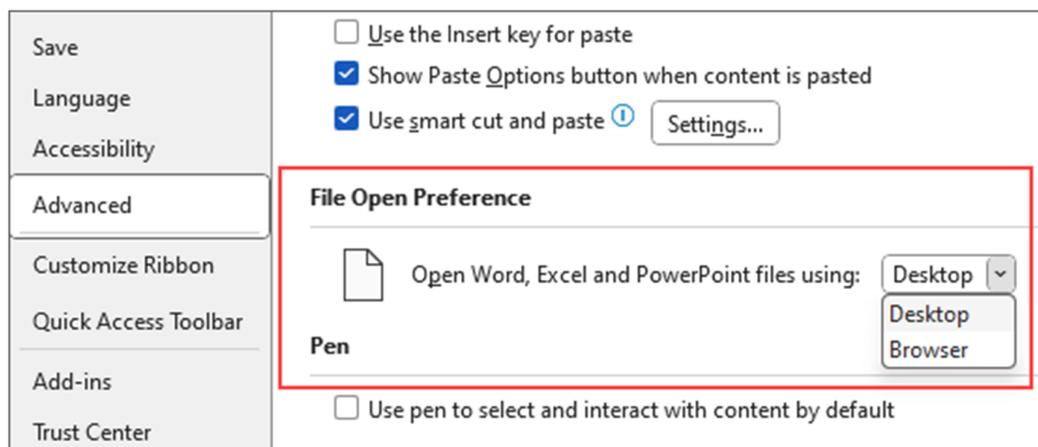
Inputlog invokes Microsoft Word using Microsoft.Office.Word.Interop. This has worked for at least a decade. Suddenly now, the step where Word is told to load, will now hang indefinitely, very repeatably on any affected system without generating an error message. In the latest releases Microsoft has changed the way a Word document opens. By default, Word opens now in a browser. This blocks completely the functioning of Inputlog.

Solution:

<https://support.microsoft.com/en-us/topic/how-to-revert-to-an-earlier-version-of-office-2bd5c457-a917-d57e-35a1-f709e3dda841>

Attention: this concerns only the recent version as per March 2025: Microsoft® Word for Microsoft 365 MSO (Version 2501 Build 16.0.18429.20132) 64-bit:

- Open a Word document
- Go to File > Options > Advanced > File Open Preference.
- Select either Desktop or Browser from the dropdown menu as your preference.



Unfortunately, in a number of cases the desktop preference will not work and will continue to open in a browser.

There seems to be only one solution: revert to a previous version of MS Office.

Install a previous version.

Step 1: Set a reminder to enable automatic updates at a future date.

Before you revert an Office installation, you should disable automatic updates. When a new version becomes available, Microsoft installs it. We do not want that as long as the new version exhibits the same issue. Create a reminder to re-enable automatic updates at a later stage. You can do this in Microsoft Outlook, on Outlook.com, or by using another application that has a calendar.

Step 2: Install the previous version of Office.

If possible, request the ICT department of your organization to uninstall your current Microsoft 365 and replace it with Office Long Term Service Channel (LTSC) 2021. Office LTSC 2021 is separate from Office that's available through Microsoft 365 plans. It's available to organizations through volume licensing agreements.

If that is not possible, follow these steps to install a previous version of Office:

1. Determine and note the previous version number. Use the following Microsoft website to find the update version that is previous to the current version:

[Update history for Microsoft 365 Apps for enterprise \(listed by date\)](#)

2. Download and run the self-extracting executable file from the following Download Center link and save to your C-drive, *not* in a Microsoft One Drive area. The path should be, for example:

`C:\Users\{...}\Documents\InputLog\MS Word`

and not:

`C:\Users\{...}\OneDrive\Documents\InputLog\MS Word`

This file contains the Office Deployment Tool executable (Setup.exe) and a sample configuration file (Configuration.xml) that you have to change:

[Office Deployment Tool](#)

3. Start Notepad and copy the following XML. Then, save the file as Config.xml in the same file location as the Setup.exe file from Step 2.

```
<Configuration>
<Updates Enabled="TRUE" TargetVersion="16.0.xxxxx.yyyyy" />
</Configuration>
```

In the XML, 16.0.xxxxx.yyyyy represents the full version number that needs to be changed with for example the version number of release 2024 January 09 [Version 2312 \(Build 17126.20132\)](#)

Keep the '16.0.' prefix. So, the config xml now becomes:

```
<Configuration>
<Updates Enabled="TRUE" TargetVersion="16.0.17126.20132" />
</Configuration>
```

Open a Command Prompt window with administrator rights. To do this, click Start, type `cmd` in the Start Search box, right-click `cmd.exe`, and then click *Run as administrator*. Switch to the file location for the Setup.exe and Config.xml files.

4. Run the following command:

```
setup.exe /configure config.xml
```

5. Start Word and then select *File > Account*.

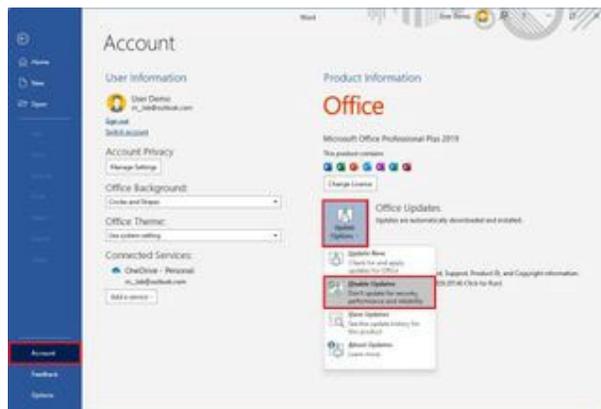
6. In the Product Information section, select *Update Options > Update Now*. This should start the download and installation of the previous version.

Note: If you are prompted to activate Office again, enter your Microsoft account and password.

Step 3: Disable automatic updates for Office

This step is important. MS Office automatically checks for updates on a regular basis. To prevent Office from automatically installing the latest updates and overwriting at once the previous version that you just installed, follow these steps:

- Open **Word**, or any other **Office** app.
- Create a new blank document.
- Click on **File**.
- Click on **Account**.
- On the right side, click the **Update options** menu.
- Select **Disable Updates**.



At a later point when this issue is solved, the automatic update can be reactivated.