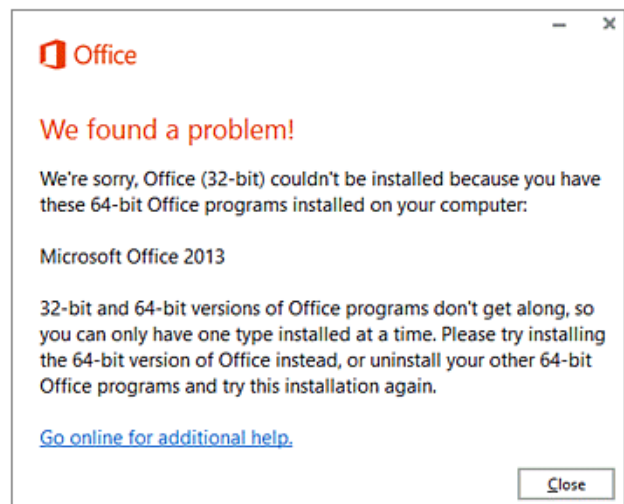
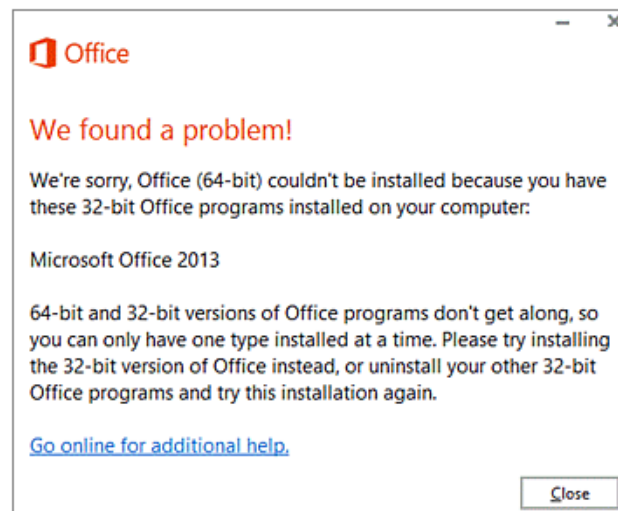


"Office (64-bit or 32-bit) couldn't be installed" error when trying to install

Office 2019, Office 2016, Office for business, Office 365 Admin, More...

If you tried to install a 64-bit or 32-bit version of the Office suite, or an Office standalone application such as Visio on a computer that already has either the 32-bit or 64-bit version of Office, you could see one of the following error messages. This occurs because you can't mix 64-bit and 32-bit versions of Office.



What to do

To fix this error and switch from 32-bit to 64-bit, you must do the following in this order.

1. **Uninstall Office**

Go to [Uninstall Office from a PC](#) and follow the steps to uninstall the version of Office (or stand-alone Office application, such as Visio or Project) you don't want.

2. **Install the 32-bit or 64-bit version of Office**

Select your version below and follow the installation steps.

- [Office 365, Office 2019, or Office 2016](#) (Follow the steps for how to install the 64-bit version if that's the version you need.)
- [Office 2013](#)
- [Office 2010](#)
- [Office 2007](#)

For overall guidance about which version to install, see [Choose the 32-bit or 64-bit version of Office](#). If you're not sure which bit version you may have already installed, see [What version of Office am I using?](#)