

Unsupported operating system error when installing Office

Office 2019, Office 2016

When trying to install a one-time purchase of Office from <https://account.microsoft.com/services/>, you might see an error message that states "Unsupported operating system"



For the best performance, use the latest version of the Windows or Mac operating system for your version of Office as follows:

- PC: Windows 10, Windows 8.1, Windows 8, Windows 7 Service Pack 1, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2
- Mac OS X 10.10

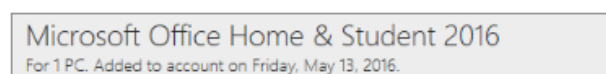
Check the [system requirements](#) for the latest info.

Did you buy the right version of Office for your hardware?

If you bought a one-time purchase of Office, such as Office Home & Student, you might have bought the Mac version for your Windows PC, or the Windows version for your Mac.

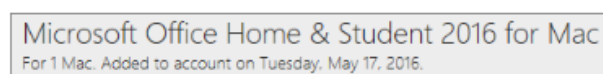
To check which version you bought, go to <https://account.microsoft.com/services/> and look for the following:

This is the Windows version



Windows versions of Office might show **for PC** in the title. If you don't see it, look for **For 1 PC** in the subtitle

This is the Mac version



Mac versions of Office show **for Mac** in the title and **For 1 Mac** in the subtitle

If you bought the wrong version of Office for your hardware, contact [Microsoft support](#).

Note: Office 365 can be installed on both Windows PCs and Macs.

Are you installing on a mobile device or Chromebook?

The Office desktop apps are for Windows PC or Macs only. To install Office on a mobile device, such as the iPad Pro or a Chromebook, you can download the Office mobile apps from your device's app store. For help, see [Set up Office apps and email on a mobile device](#).