

Apex Support Bulletin: Office 2016 for Mac 64-bit Upgrade

Revision 1.7 [August 19, 2016]

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Summary

Existing Office 2016 for Mac customers will be seamlessly upgraded to 64-bit versions of Word, Excel, PowerPoint, Outlook and OneNote as part of the August production release (version 15.25). This affects customers of all license types – Retail, Office 365 Consumer, Office 365 Commercial and Volume License installations. After upgrading to 64-bit builds, users will enjoy faster app launch times and better handling of large data structures.

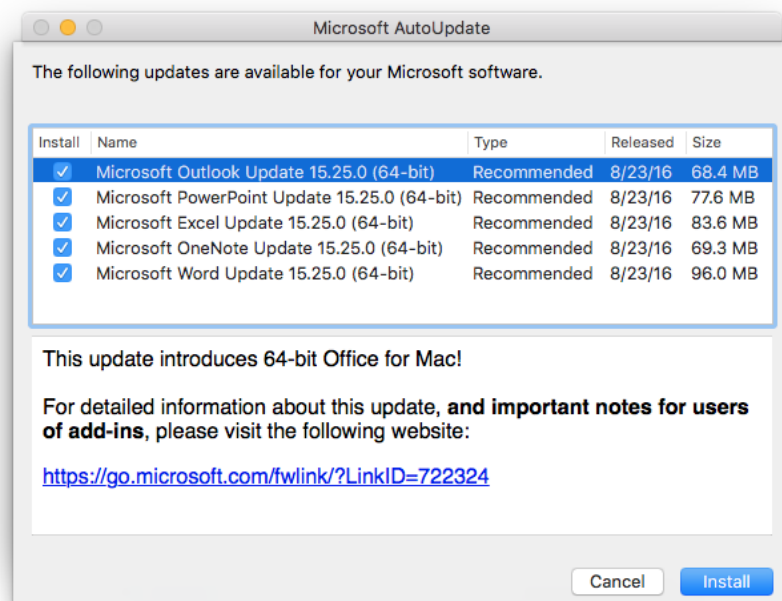
All prior releases of Office for Mac have been shipped with 32-bit applications. For the overwhelming majority of customers, the upgrade to 64-bit will be a non-event, and many will not even notice the change. For customers who rely on third-party compiled add-ins or VB macros referencing compiled code, they will need to contact their add-in vendor to ensure their installed add-in version is compatible with 64-bit Office for Mac applications.

64-bit Rollout Schedule

Target Date	Activity
7/1/2016	Insider Fast AutoUpdate channel is upgraded to 64-bit builds (version 15.25.160630)
7/7/2016	Insider Slow AutoUpdate channel is upgraded to 64-bit builds (version 15.24.160707)
8/22/2016	Production AutoUpdate channel is upgraded to 64-bit build (version 15.25.160817)
8/22/2016	Suite and Standalone Installers refreshed to 64-bit builds (version 15.25.160817)
November 2016	Volume License Service Center refreshed to 64-bit builds

AutoUpdate

Customers who use Microsoft AutoUpdate (MAU) to keep their Office applications up-to-date will see a 'regular' monthly update notification when their selected channel is upgraded to 64-bit builds. Depending on which version is installed on the local machine, MAU will offer either a delta or full update. The update package size does not change between 32 and 64-bit, and MAU can delta update a user from 32 to 64-bit applications, so customers won't experience a spike in download activity. For the release to the Production channel, customers will see '(64-bit)' in the update title to make them aware that this is a 64-bit update.



For the production release, updates will be enabled on Monday 8/22, then paused around 24-hours later for the engineering team to look at telemetry and crash rates. If all looks normal, automatic updates will resume on Wednesday 8/24.

Manual Updates

The KB article for the August release will include download links to the full update packages – both 64 and 32-bit. We will recommend to customers that they use the 64-bit updates, as this is what MAU will use. The 32-bit update links are provided as a convenience for customers who cannot update to 64-bit builds due to a third-party compatibility issue.

Installers

Customers who purchase Office 2016 will typically download an 'installer' from the Office CDN – this is in the form of a ~1.5 GB .pkg file. Both Retail and Office 365 subscribers download a single installer. A static FWLink always points to the very latest installer release. For example, <http://go.microsoft.com/fwlink/?linkid=525133> points to the Office 2016 Suite download for North America. As part of the August release, the installer FWLinks will be changed to point to the 64-bit installation package.

Volume License customers typically obtain their Office 2016 software from the Volume License Service Center (VLSC). These builds refresh infrequently and are typically aligned with new language additions. The VLSC will continue to offer 32-bit installers (15.23) until November 2016. However, all updater packages released after August will be based on 64-bit builds, so a VLSC customer who updates either manually or through AutoUpdate will be transitioned to 64-bit builds.

64-bit only

The Mac operating system has been 64-bit for a number of years, and unlike Windows, there is no choice between running a 32-bit or 64-bit version of the operating system. Likewise, we will not offer a choice between 32-bit and 64-bit versions of Office 2016 for Mac. The one exception is the 15.25 August release where we will document links to the equivalent 32-bit update for those that need a little more time.

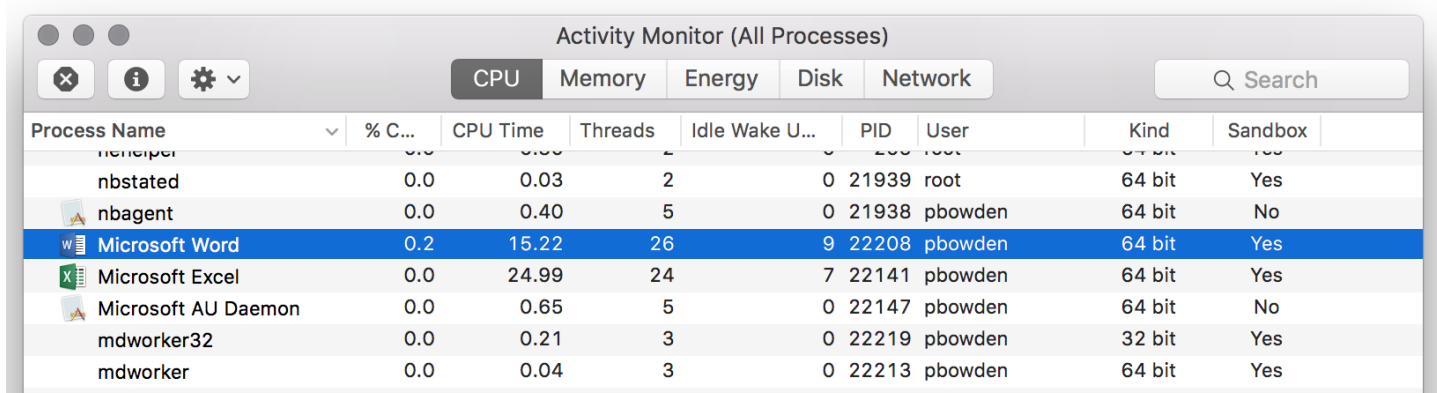
Effect on Third-Party Applications and Add-ins

The transition to 64-bit Office for Mac was announced on the [Office developer blog](#) in April 2016, and is the primary reference for third-party vendors to understand the change and impact on their products. IT Pros will want to understand which compiled add-ins are deployed to the users

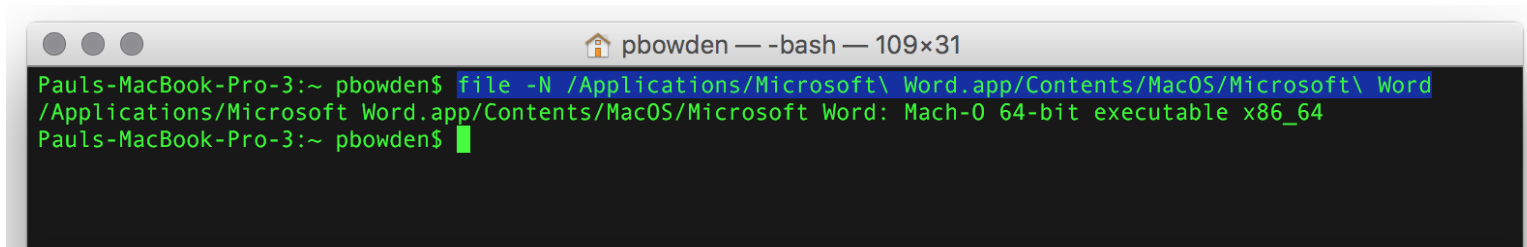
that they manage so that they can assess the impact of the upgrade. The table in Appendix B provides a summary of issues with some of the more common add-ins that are used with Office 2016 for Mac.

Tools for Inspecting Product Architecture

To confirm the architecture of an Office application (i.e. to understand if you have a 32 or 64-bit build), one of the easiest mechanisms is to launch the app, open the Activity Monitor application, and enable the 'Kind' column.



You can also use the 'file' command from a Terminal session to inspect the binary. In this case, enter `file -N <path to binary>`. This method can be used with any binary, including third-party add-ins.



The `file` command will return one of three possible values:

Return Value	Meaning
Mach-O 64-bit executable x86_64	64-bit binary
Mach-O executable i386	32-bit binary
Mach-O 64-bit executable x86_64	FAT binary (compatible with both 32 and 64-bit processes)
Mach-O executable i386	

Options for reverting to 32-bit installs

While the overwhelming majority of customers will see no negative effect of transitioning to 64-bit builds, there may be some corner cases where a customer is using a business-critical add-in or complex VB code that is not 64-bit ready. For cases where customers cannot readily move forward with 64-bit builds, we will make available a one-time 32-bit update for the 15.25 release in addition to the default 64-bit updates. The 32-bit updates will only be available for manual download from the Office CDN.

The last 32-bit release of Office 2016 for Mac (15.25.160818) can be downloaded from <http://go.microsoft.com/fwlink/?LinkId=823192>. Customers who manually install the 32-bit release will not be offered the 64-bit version of 15.25 through MAU. However, MAU will offer the 64-bit version of 15.26 in September, so customers have a limited period of time to remain on 32-bit builds.

If a customer has already upgraded to the 64-bit update of 15.25 and wants to revert to the 32-bit version, the following procedure can be followed:

1. Quit all open Office 2016 applications
2. Open Safari and navigate to <http://go.microsoft.com/fwlink/?LinkId=823192> to start the download of the 32-bit installer
3. Double-click the downloaded package and follow the prompts to install

The 64-bit install has a build date of 160817, whereas the 32-bit version uses 160818. However, functionally, the builds are identical.

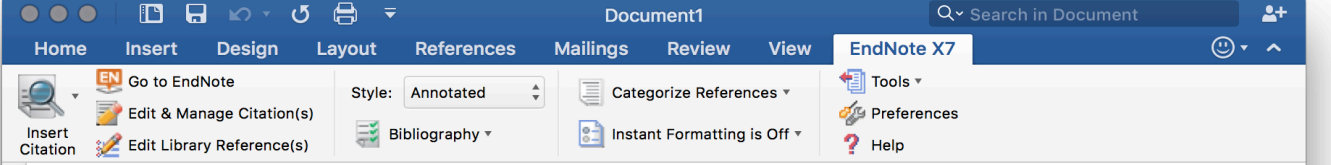
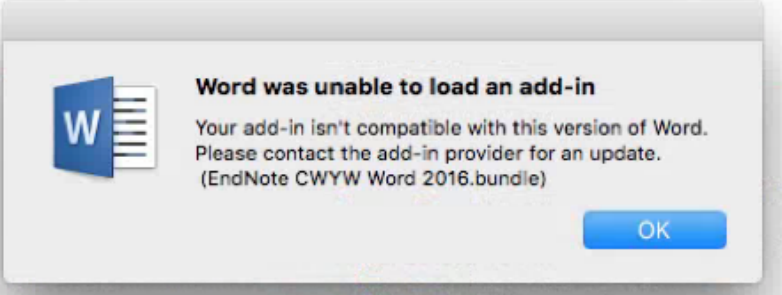
Appendix A – Known issues with Office 2016 for Mac 64-bit applications

The following table lists known issues with Office 2016 for Mac applications that are a direct result of the switch to a 64-bit architecture.

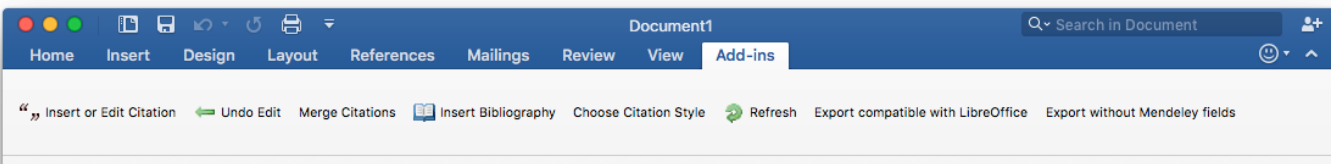
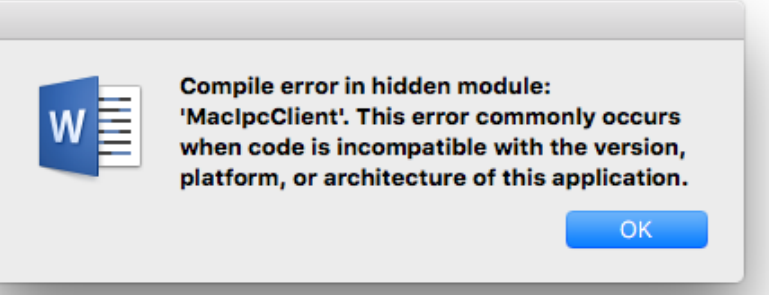
Application	Bug	Description	Status
Outlook	854728	Outlook is unable to search for text in calendar appointments	Fixed in Outlook 15.25.160806 and later

Appendix B – 64-bit issues in common third-party add-ins used with Office 2016 for Mac


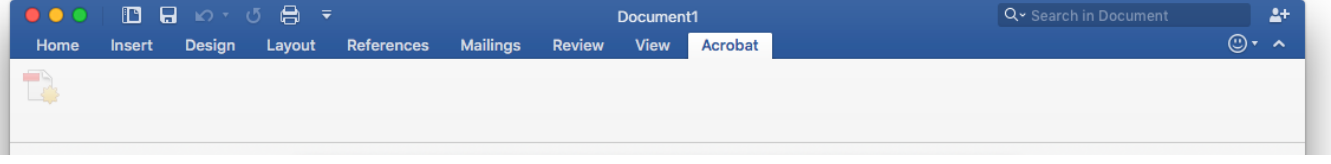
Thomson Reuters EndNote

Product Name	Thomson Reuters EndNote X7 Cite While You Write (CWYW)
Add-in Type	Compiled add-in
Download Location	http://endnote.com/downloads
Office App Compatibility	Word
On-Disk Location	/Library/Application Support/Microsoft/Office365/User Content.localized/Startup.localized/Word/EndNote CWYW Word 2016.bundle
Expected Functionality	Presence of the 'EndNote X7' tab 
64-Bit Compatibility Error	The following error occurs on app launch 
64-Bit Readiness	Download X7.6 from http://endnote.com/downloads/available-updates

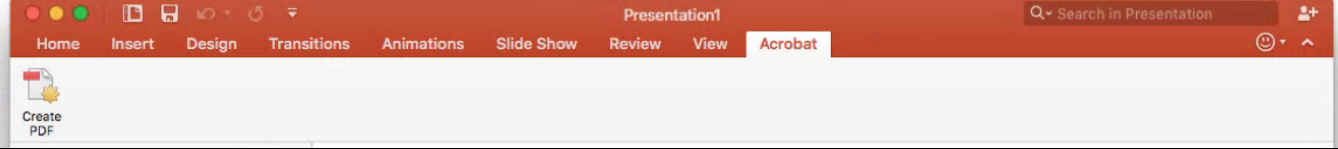
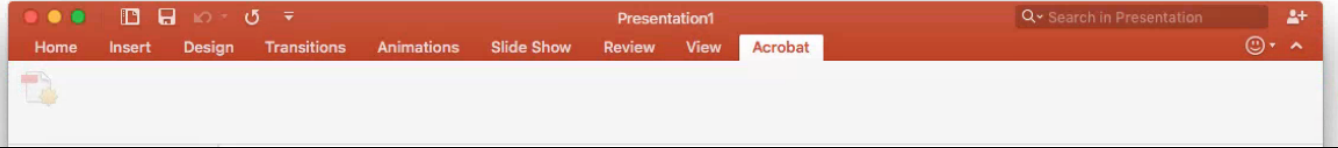
Mendeley

Product Name	Mendeley
Add-in Type	Global Template with Macros
Download Location	https://www.mendeley.com/
Office App Compatibility	Word
On-Disk Location	\$HOME/Library/Group Containers/UBF8T346G9.Office/User Content.localized/Startup.localized/Word/Mendeley-word2016.1.16.1.dot
Expected Functionality	Citation options on the 'Add-ins' tab 
64-Bit Compatibility Error	The following error occurs on app launch 
64-Bit Readiness	Contact Mendeley at https://www.mendeley.com/ for further information on 64-bit support for Office 2016 for Mac.

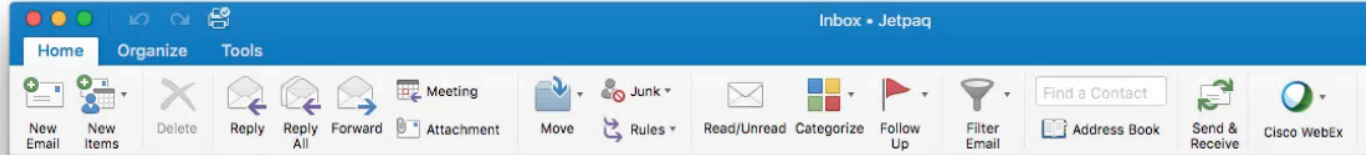
Adobe Acrobat DC (Word)

Product Name	Adobe Acrobat PDFMaker 15 for Word
Add-in Type	Global Template with Macros
Download Location	https://acrobat.adobe.com/us/en/free-trial-download.html
Office App Compatibility	Word
On-Disk Location	\$HOME/Library/Group Containers/UBF8T346G9.Office/User Content.localized/Startup.localized/Word/linkCreation.dotm
Expected Functionality	Presence of the 'Acrobat' tab and 'Create PDF' button 
64-Bit Compatibility Error	The 'Create PDF' icon is disabled on the 'Acrobat' tab  NOTE: Prior to an Acrobat update on July 28, you may also see an error message on launch which states "Compile error in hidden module: link". See https://helpx.adobe.com/acrobat/kb/word-to-PDF-conversion-problems-mac-word-2016.html for more information.
64-Bit Readiness	Contact Adobe at https://www.adobe.com/ for further information on 64-bit support for Office 2016 for Mac.

Adobe Acrobat DC (PowerPoint)

Product Name	Adobe Acrobat PDFMaker 15 for PowerPoint
Add-in Type	Global Template with Macros
Download Location	https://acrobat.adobe.com/us/en/free-trial-download.html
Office App Compatibility	PowerPoint
On-Disk Location	\$HOME/Library/Group Containers/UBF8T346G9.Office/User Content.localized/Add-ins/SaveAsAdobePDF.ppam
Expected Functionality	Presence of the 'Acrobat' tab 
64-Bit Compatibility Error	The 'Create PDF' icon is disabled on the 'Acrobat' tab 
64-Bit Readiness	Contact Adobe at https://www.adobe.com/ for further information on 64-bit support for Office 2016 for Mac.

Cisco WebEx

Product Name	Cisco WebEx Plug-in for Outlook
Add-in Type	Compiled add-in
Download Location	https://www.webex.com/ (behind paid login)
Office App Compatibility	Outlook
On-Disk Location	/Library/Application Support/Microsoft/WebExPlugin/WebexOutlookPlugin.bundle
Expected Functionality	Presence of the 'Cisco WebEx' ball at the end of the ribbon 
64-Bit Compatibility Error	'Cisco WebEx' ball is missing from the ribbon
64-Bit Readiness	Download WebEx Productivity Tools version 31.5.1 or later from https://www.webex.com/ To confirm which version is currently installed on your machine, run <code>/usr/libexec/plistbuddy -c 'Print CFBundleVersion' /Library/Application Support/Microsoft/WebExPlugin/WebexOutlookPlugin.bundle/Contents/Info.plist</code>

Third-Party ODBC Drivers

Product Name	Various third-party ODBC drivers
Add-in Type	Compiled framework
Download Location	https://support.office.com/article/ODBC-drivers-that-are-compatible-with-Excel-for-Mac-9FA6BC7F-D19E-4F7F-9BE4-92E85C77D712
Office App Compatibility	Excel
On-Disk Location	/Library/Frameworks
Expected Functionality	Retrieve data from external databases
64-Bit Compatibility Error	Excel crashes in iODBC module after choosing Data -> Get External Data -> From Database
64-Bit Readiness	Go to https://support.office.com/article/ODBC-drivers-that-are-compatible-with-Excel-for-Mac-9FA6BC7F-D19E-4F7F-9BE4-92E85C77D712 and download a driver that includes 64-bit support

Document History

Date/Version	Changes
August 2, 2016 – 1.0	Initial version
August 3, 2016 – 1.1	Edits after tech review
August 9, 2016 – 1.2	Updated Mendeley section and added table for file command return values
August 11, 2016 – 1.3	Upgrade Microsoft AutoUpdate graphic with new text
August 15, 2016 – 1.4	Modified Adobe Acrobat DC section for 7/28 update
August 16, 2016 – 1.5	Modified release date to 8/22, removed the LKG32 link, and updated Appendix A & B with the latest info
August 18, 2016 – 1.6	Added a statement around update throttling, clarified that 160817 will be the 64-bit build, and 160818 will be for 32-bit. Removed the pkgutil commands as 32-bit can now be installed over the top of 64-bit builds
August 19, 2016 – 1.7	Updated EndNote link. Updated Appendix A