

Software Install & Licensing — Complete End-User Guide

(Microsoft 365 Apps, common installers, WinGet, macOS, repairs, silent installs, errors)

Practical, zero-assumption instructions for installing, repairing, and updating software on Windows and macOS. Includes Microsoft 365 Apps (Office) activation/licensing, WinGet package manager usage, MSI/EXE/PKG basics, common error codes (1603/1618), stuck installs, and a deep troubleshooting cookbook. Admin-only steps are labeled *(Admin)*.

0) Scope & Audience

- Employees/students on Windows 10/11 or current macOS.
 - Applies to corporate or BYOD devices, with or without management (Intune/Jamf/etc.).
 - Covers: Microsoft 365 Apps (Word/Excel/PowerPoint/Outlook), general vendor apps, drivers/utilities, and safe uninstall/repair.
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1) Installation Basics (know these first)

1.1 File types

- **Windows:**
 - **MSI** (Windows Installer): supports standard silent parameters, reliable repair/uninstall.
 - **EXE** (vendor bootstrapper): custom options; silent switches vary.
 - **MSIX/Appx**: modern packages from Microsoft Store/WinGet.
- **macOS:**

- **PKG** (installer): guided, supports unattended.
- **DMG** (disk image): drag-and-drop apps; sometimes includes a PKG inside.

1.2 User vs Machine

- **Per-user**: installs into your profile; may not require admin rights.
- **Per-machine**: installs into Program Files / system folders; **usually requires admin** and affects all users.

1.3 32-bit vs 64-bit

- Prefer **64-bit** unless your org mandates 32-bit (legacy add-ins). Mixing Office 32-bit with 64-bit add-ins (or vice versa) causes failures.

1.4 Admin rights & prompts

- **UAC prompt** on Windows or **Administrator password** on macOS means the install needs elevated rights. If you don't have them, use the **Company Portal** (if managed) or ask IT.

2) Microsoft 365 Apps (Office) — Install, Activate, Repair

2.1 What you get

- **Microsoft 365 Apps for enterprise** (Word, Excel, PowerPoint, Outlook, OneNote, Teams integration, etc.).
- Activation is tied to your **work/school account**; **no product key** is needed.

2.2 Install (Windows)

1. Close Office apps.
2. Run your organization's Office installer (Company Portal or IT-provided setup).

3. Choose **64-bit** unless IT says otherwise.
4. Sign in to any Office app after install with your **work/school account** to activate.

2.3 Install (macOS)

1. Quit Office apps.
2. Open the **Office PKG** provided by IT; follow prompts.
3. Launch Word/Excel → **Sign in** with your work/school account to activate.

2.4 Activation & licensing

- You must **sign in** with your organization account in any Office app.
- If you see “**Unlicensed product**” or “**Subscription expired**” but you’re active staff, sign out/in once. If still unlicensed, your **license assignment** may be missing—contact IT.

2.5 Quick Repair / Online Repair (Windows)

- **Settings → Apps → Installed apps → Microsoft 365 → Modify**
 - **Quick Repair**: fast, offline.
 - **Online Repair**: deeper, reinstalls Office components.
- Use **Online Repair** when add-ins crash, apps won’t launch, or Outlook misbehaves after updates.

2.6 Clean removal & reinstall (Windows)

1. Uninstall **all** Office entries under **Installed apps**.
2. Reboot.
3. Reinstall Microsoft 365 Apps (see 2.2).
(Admin: avoid mixing legacy MSI-based Office with Microsoft 365 Apps.)

2.7 Shared Computer Activation (*Admin/VDI/RDS*)

- On shared hosts/VDI, enable **Shared Computer Activation (SCA)** during deployment so users can sign in per-session without consuming device activations.
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3) WinGet (Windows Package Manager) — Fast, Repeatable Installs

Use WinGet on Windows 10/11 to **search, install, upgrade, export, and import** software. Follow your company policy: some environments restrict WinGet or require Company Portal.

3.1 Basics

- Open **Windows Terminal / PowerShell** (normal user is fine; some installs prompt for elevation).

Search:

```
winget search <app name>
```

-

Show exact ID and details:

```
winget show --id <Publisher.App> -e
```

-

Install:

```
winget install --id <Publisher.App> -e --accept-package-agreements  
--accept-source-agreements
```

-

Upgrade all installed packages:

```
winget upgrade --all --include-unknown
```

-

List installed packages:

```
winget list
```

-

3.2 Useful options

- `--source winget` or `--source msstore` to pick a source explicitly.
- `--silent` or `--override "<vendor switches>"` to pass MSI/EXE parameters.
- `--location "C:\Path"` when a package supports custom install path.

Export your setup (for new PC builds):

```
winget export -o myapps.json
```

Then import on a new machine:

```
winget import -i myapps.json --accept-package-agreements  
--accept-source-agreements
```

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3.3 When WinGet says “No installer found”

- The catalog entry exists but has no compatible installer for your OS/arch. Install from Company Portal or vendor package instead.

4) macOS Installs — DMG vs PKG, Gatekeeper, Quarantine

4.1 DMG drag-and-drop

1. Double-click the `.dmg`.

2. Drag the **.app** into **Applications**.
3. Eject the DMG (right-click → Eject).

4.2 PKG guided installer

- Double-click the **.pkg** → follow prompts → authenticate with an admin password when requested.

4.3 Gatekeeper & “App can’t be opened”

- Re-download (file may be damaged) or right-click **Open** to allow an identified developer.
- If the file is quarantined (rare), IT may remove the **quarantine attribute**. (Admin: `xattr -r -d com.apple.quarantine /Applications/App.app`)

4.4 Uninstall on macOS

- Many apps: drag **.app** to **Trash**, then remove related **~/Library** items if the vendor documents them.
- PKG-installed apps may include an uninstaller script or can be removed by the management agent (Jamf/Intune).

5) Silent/Unattended Installs (for power users & admins)

5.1 Windows MSI

Install:

```
msiexec /i package.msi /qn /norestart /L*v C:\Temp\app_install.log
```

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Uninstall:

```
msiexec /x {PRODUCT-CODE-GUID} /qn /L*v C:\Temp\app_uninstall.log
```

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- Common properties: `INSTALLDIR=`, `ALLUSERS=1`, `MSIINSTALLPERUSER=1`.

5.2 Windows EXE (vendor bootstrapper)

- Switches vary: common ones are `/quiet`, `/silent`, `/S`, `/VERYSILENT`, or `--silent`.

With WinGet:

```
winget install --id <Publisher.App> -e --silent
```

or pass **override** parameters:

```
winget install --id <Publisher.App> -e --override "/quiet /norestart"
```

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5.3 macOS PKG (silent)

```
sudo installer -pkg "/path/App.pkg" -target /
```

(Admin: always test silently installed apps for first-run experience, file associations, and add-ins.)

6) Common Problems & Fast Fixes

6.1 Installer never starts / closes immediately

- Ensure you're on **AC power** and have **disk space** (aim for 5–10 GB free).
- Move the installer to a **local** path (avoid network shares/USB with poor power).
- Temporarily **close other installers** and **reboot** if Windows says another install is in progress.

6.2 MSI error 1618 (“another installation in progress”)

- Wait for the other install to finish or **reboot**.

- Check **Task Manager** → **Details** for `msiexec.exe` and end stuck jobs (if permitted).
- Try again with nothing else installing.

6.3 MSI error 1603 (fatal error during installation)

- Run install as **Administrator**.
- Verify access to the target folder; avoid special characters/too-long paths.
- Clear `%TEMP%` and retry; ensure antivirus isn't blocking.
- If upgrading, **uninstall the old version** first.

6.4 “App is already installed” but you can’t see it

- A different **version/architecture** may be installed.
- **Uninstall** via Settings (Windows) or remove the **.app** (macOS), then reinstall the correct build.

6.5 Stuck at “Installing...” forever

- **Windows Installer service** may be stuck.
 - Services → **Windows Installer** → **Restart** (or reboot).
- Check `%TEMP%` log files or run MSI with `/L*v` to generate a verbose log for IT.

6.6 SmartScreen / “Unknown publisher”

- Only proceed if you **trust the source**. Right-click **Properties** → **Unblock** (Windows) if provided by IT.
- Never bypass warnings for untrusted downloads.

6.7 macOS “can’t be opened because Apple cannot check for malicious software”

- Right-click the app → **Open** → **Open** again to trust once.
- Prefer PKG installers from identified developers.

6.8 Office “Unlicensed product” / sign-in loop

- In Word/Excel, **Sign out** of the account → **Quit** app → reopen and **Sign in** again.
- If still unlicensed, run **Quick Repair / Online Repair** (Windows) or reinstall (macOS).
- If the account lacks a license, IT must assign one; include your **UPN** and screenshots when escalating.

6.9 Add-ins crash Office after update

- Disable the add-in (safe mode) and update/reinstall it.
- If needed, **Online Repair** Office, then add the add-in back cleanly.

6.10 “This installation is forbidden by system policy”

- You lack rights or the app is blocked by policy. Install via **Company Portal** or request approval.

6.11 “The feature you are trying to use is on a network resource that is unavailable”

- The installer is looking for the **original source** to repair/upgrade. Uninstall the old version completely, then install the new one.

7) Updating & Maintaining Software

7.1 Windows

Use **WinGet** regularly:

```
winget upgrade --all --include-unknown
```

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- Some apps include their own updaters (Chrome, Edge, Zoom). Accept prompts unless policy blocks them.

7.2 macOS

- Many apps auto-update. If not, download the latest PKG/DMG from your trusted internal source or use your **Company Portal**.

7.3 Drivers & firmware

- Prefer **Windows Update** → **Optional updates** for drivers.
 - For docks/GPUs, use vendor utilities or your Company Portal packages.
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8) Good Practices (security & hygiene)

- **Install from trusted sources** only (Company Portal, IT-approved repositories).
 - Keep at least **two reboots per month** to clear pending installs.
 - Don't run multiple installers at once.
 - Close Office/Teams/Browser before upgrading them.
 - Keep **.NET**, **VC++ Redistributables**, and **WebView2** current—many apps depend on them.
 - Avoid registry “cleaners” and random “optimizer” tools.
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9) What to Send IT (fastest resolution)

- **Your device**: Windows/macOS version, model, admin or standard user.

- **App & version** you're installing/upgrading.
 - **Installer type** (MSI/EXE/PKG/DMG) and where you got it.
 - **Exact error text/code** and a **screenshot**.
 - **Logs:** MSI verbose log (`/L*v C:\Temp\app_install.log`) or app-specific log if known.
 - **What you tried:** reboot, cleared `%TEMP%`, ran as admin, stopped other installs, used Quick/Online Repair (for Office).
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10) Paste-able Snippets (no links)

WinGet basics

```
winget search <name>
winget show --id <Publisher.App> -e
winget install --id <Publisher.App> -e --silent
--accept-package-agreements --accept-source-agreements
winget upgrade --all --include-unknown
```

MSI install/uninstall with logging (Windows)

```
msiexec /i "C:\Path\app.msi" /qn /norestart /L*v
"C:\Temp\app_install.log"
msiexec /x {PRODUCT-CODE-GUID} /qn /L*v "C:\Temp\app_uninstall.log"
```

Reset Windows Installer (if stuck)

```
net stop msiserver
net start msiserver
```

Office Quick/Online Repair (Windows path)

- Settings → Apps → Installed apps → Microsoft 365 → Modify → choose **Quick** then **Online** if needed.

macOS PKG silent

```
sudo installer -pkg "/path/App.pkg" -target /
```

Final Notes

- Most installation failures are **permissions, concurrent installs, or stale remnants**. Reboot, run once as admin, and generate a **verbose log** for fast diagnosis.
- For Office issues, **sign-in** and **Online Repair** resolve the majority of tickets without a full rebuild.