What if my University-managed Windows computer shows an Office or Windows activation error?

Tell Me

Microsoft Windows and Office both utilize the KMS server to activate/validate their license. It checks every 7 days, but has a 180 day grace period. Make sure to check in with the KMS server at least once every 180 days. There are two ways to do this:

1. Ensure the computer is powered on and connected to the **Remote Access VPN** for a few hours to give it time for the automatic check in, then perform a reboot.

2. Connect to the **Remote Access VPN**, see [How to Connect Remotely using the Remote Access VPN (Staff/Faculty)](#).

### University computers get their Microsoft license activation from the campus network.

- **Connecting to VPN** on a monthly basis for two hours will help ensure your computer and software licenses stay current.
- Follow these steps if you continue to receive an Office or Windows activation error after being connected to the VPN for two hours:

<table>
<thead>
<tr>
<th>Office</th>
<th>Windows</th>
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<td>1. Ensure you are <strong>connected to VPN</strong>&lt;br&gt;2. Click the <strong>Start Menu</strong>&lt;br&gt;3. Type <strong>cmd</strong>&lt;br&gt;4. Click <strong>Run as administrator</strong>&lt;br&gt;5. Click <strong>Yes</strong>&lt;br&gt;6. Type what is in <strong>BOLD</strong> exactly: <code>cscript.exe &quot;c:\Program Files\Microsoft Office\Office16\ospp.vbs&quot; /act</code> and press Enter</td>
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- If you do not receive an activation successful message contact the **IT Service Desk**.

Related FAQs

- How do I find information about my computer like the computer name?
- How do I install a network printer on my University Windows computer?
- How do faculty/staff change the desktop background on a university computer?
- What software has been verified to work with Windows 10?
- How do I setup Gmail on my Windows phone?