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:

   1. Ensure you are connected to VPN
   2. Click the Start Menu
   3. Type cmd
   4. Click Run as administrator

      5. Click Yes
      6. Type what is in BOLD exactly: `cscript.exe "c:\Program Files\Microsoft Office\Office16\ospp.vbs" /act` and press Enter

   1. Ensure you are connected to VPN
   2. Click the Start Menu
   3. Type cmd
   4. Click Run as administrator

      5. Click Yes
      6. Type what is in BOLD exactly: `cscript \windows\system32\slmgr.vbs /ato` and press Enter

- If you do not receive an activation successful message contact the IT Service Desk.

Related FAQs

- How do I install a network printer on my University Windows computer?
- What software has been verified to work with Windows 11?
- What's the process to request a Windows 11 VM?
- Is the Apps Store available in Windows 11 on my University computer?
- How do I shutdown my University computer in Windows 11?