Office Activation

Office Activation

Question

I have upgraded my version of Windows, and now my MIT licensed version of Office won't activate. What do I need to do?

Answer

Office software distributed by MIT is pre-installed with a product key that configures it for activation via Key Management Server (KMS); it periodically will contact an MIT server to remain active.

Run the following script from an elevated command prompt to manually trigger an activation with the KMS.

> **IMPORTANT INFORMATION:**
>
> - You must be on the MIT Network either on campus (wired or Secure MIT wireless) or connected to the GlobalProtect when running the appropriate command. Copy and paste the appropriate activation script below, starting with cscript and including quotes.
> - **Office 2010/2013 will no longer activate against the MIT KMS server after 10/31/2021. Download the latest version from the MIT Software Grid.**

How to verify your activation

Run the appropriate verification script below from an elevated command prompt to verify the activation of the installed software.

Office 2016/2019/2021

Version	Operating system	Verification script
32-bit	32-bit Windows	cscript "C:\Program Files\Microsoft Office\Office16\OSPP.VBS" /dstatus
32-bit	64-bit Windows	cscript "C:\Program Files (x86)\Microsoft Office\Office16\OSPP.VBS" /dstatus
64-bit	64-bit Windows	cscript "C:\Program Files\Microsoft Office\Office16\OSPP.VBS" /dstatus

What to do if the "Genuine Activation" errors still appears?

*Activation can fail if the computer has multiple copies of Office installed. The computer may have shipped with a Vendor offered "trial version". It is suggested to uninstall all versions of Office using the Microsoft Office Uninstall Tool. The tool may have to be run multiple times with successive reboots.

When the uninstall tool reports there are no versions of of Office found on the computer, please try a new install of Office.

Verified everything and Activation error window still wont go away?

Prior to using the following registry edit suggestions it is strongly advised to have a full backup of your USER data.

- Run the "How to verify your activation" script for specific installed version.
- Verify these lines appear in the report
  - LICENSE STATUS: — LICENSED —
  - KMS machine name from DNS: KMS.MIT.EDU:1688
  - KMS host caching: Enabled
- If note, then verify your connection as mentioned in the "**Note**" above.

To resolve this problem, export the following registry keys and delete from computer.

Backup your registry before attempting the following.

1. Close activation screen.
2. On the **Start** menu, click **Run**.
3. Type **regedit**, and then press **Enter**.
4. Select the following key in the registry.
   HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\16.0\Common\OEM
5. Right click the **OEM** value and click **File>Export**.
6. Save the key
7. Once the key is backed-up, click on **Edit>Delete**
8. Repeat steps 4-7 with following key
   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\16.0\Common\OEM

Exit Registry Editor

Support

- If you have questions or concerns, please contact the **IS&T Service Desk.**
  - 617.253.1101
  - servicedesk@mit.edu.
  - submit a request online http://ist.mit.edu/help

See also

Did my Office 2016 or 2019. 2021 license successfully activate?