

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 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 not, 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?](#)