

Windows or Office requires activation, reports that my license will expire soon or cannot find a license. What should I do?



Applies to staff

This response is for Metropolia staff, not students.

The most likely reason for the error message is that your computer has been off-campus for too long.

Windows requires activation or reports that my license will expire soon

1. Open a [VPN remote connection](#).
2. Wait for 15 minutes.
3. Restart your computer.

The error message should disappear. If it didn't, activate Windows by following the instructions on the [Windows and Microsoft Office Activation Remotely](#) page.

Office asks for activation or doesn't find a license when it starts

1. Open a [VPN remote connection](#).
2. Launch an Office program such as Word or any other Office application.

The license should activate. If it doesn't, please follow the instructions on the [Windows and Microsoft Office Activation Remotely](#) page.

Miten toimin ongelmatilanteessa?

Did You Encounter a Problem?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
 - a. navigation menu of the site (on the left)
 - b. search machine of the wiki (right upper corner)
 - c. a general search engine, for instance [Google Search](#)
 - d. [alphabetical index](#)
 - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include **a full screen screenshot** of the issue in your service request.

Contact method	Contact information
Form	https://hd.metropolia.fi
Email	helpdesk@metropolia.fi
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

Windows tai Office vaatii aktivointia, ilmoittaa käyttöoikeuteni loppuvan pian tai ei löydä lisenssiä, mitä teen?