



SupportOffice

Microsoft 365

All Microsoft

Products

Search

Devices

Nagapriyatham Pindi

Account &amp; billing

# Get help with product key errors on Office.com/setup

► Applies To

Resources

Buy Microsoft 365

Check this list for common problems you may experience when you enter your Microsoft account or product key while redeeming your Office product at <https://office.com/setup> and <https://microsoft365.com/setup> associates:

## I get an error when I enter my key

Check this list of errors for troubleshooting tips.

[This product key has already been used](#)

[Sorry, we can't find this product key in our database \(ERR\\_INVALID\\_TOKEN\)](#)

[Sorry, we can't set up your account at the moment \(ERR\\_MISSING\\_PARTNUMBER or ERR\\_PKPN\\_DETAILS\\_NOTFOUND\)](#)

[This product key isn't valid \(INVALID\\_PRODUCT\\_KEY or ERR\\_INVALID\\_TOKEN\)](#)

[This product key isn't valid \(KEY\\_NOT\\_ACTIVATED\)](#)

## I get a language or geographical error

This can happen if try to redeem a product key purchased in another country or region. Check this list for troubleshooting tips.

[My country or region isn't listed](#)

[I get the error "This product key isn't meant for your region"](#)

[I get the error "Sorry, we can't use this product key because your current subscription was set up in another country/region"](#)

## What are the limits for Microsoft accounts?

Read these tips if you have multiple product keys or a lot of devices.

[View Microsoft account limits](#)

Sorry, you've reached the  
limit  
(ERR\_SUBSCRIPTION\_MAX\_SPAN\_REACHED)

Sorry, we can't set up your  
account right now. Hang on  
to your product key, and try  
again later

You have reached the  
maximum number of Office  
products that can be  
associated to your Microsoft  
account

I get an error that JavaScript  
is required to complete the  
activation process

My web browser is blocking  
cookies

Sorry, we can't set up your  
account right now  
(NoMatchingOrEligibleProductsFound)

---

## Product key errors on Office.com/setup and Microsoft365.com/setup

Here are the common errors and how to fix them.

### This product key has already been used

Your product key can only be redeemed  
once. It isn't meant to be re-used or shared.  
If you get a message that your product key  
has already been used, you can go directly  
to your [Microsoft account, Services &](#)

[subscriptions page](#) to install your product and manage your subscription benefits.

If you bought Microsoft 365 Family and want to allow other users to install Office, please don't send the product key to them because they will see the same error. Instead, send them an email or link using the procedure in [Share your Microsoft 365 Family subscription benefit](#). This will add their Microsoft account to your subscription and allow them to go to their [Microsoft account, Services & subscriptions page](#) to install Office apps on their own devices.

Microsoft 365  
**Your Microsoft account is your product key**



Sorry, we can't find this product key in our database (ERR\_INVALID\_TOKEN) or Sorry, we can't set up your account at the moment (ERR\_MISSING\_PARTNUMBER or ERR\_PKPN\_DETAILS\_NOTFOUND)

You'll see this error message if you enter a product key for a version of Office that isn't available for download from Office.com/setup. Here's where you can enter those product keys.

- Office 2011 for Mac and Office 2010 are no longer supported and not available for download if you no longer have media to download these versions. Learn more at [Support has ended for Office for Mac 2011](#) or [End of support for Office 2010](#).
- For **Microsoft 365 Business Standard**, go to <https://office.com/setupkey>.

If you're not sure what kind of product key you have, you can use the [Virtual support agent \(English only\)](#). If your product key is for a supported version of Office, the Virtual support agent will provide a link to download Office. The Virtual support agent can also let you know if your product key has been blocked and can connect you to a live agent.

Sorry, we can't set up your account right now  
(NoMatchingOrEligibleProductsFound)

If you get this message, this means that your product key was purchased in a different country or region than where you're currently located. Office product keys must be redeemed in the country or region where they are purchased. If you need assistance, contact [Microsoft support](#).

This can also happen if you try to extend the duration of your current Microsoft 365 subscription with a product key that was purchased in a different country or region than the one originally used to start your subscription. For example, you set up your Office subscription in China with a product key purchased there and you then purchase a product key in the United States, and attempt to extend your Office subscription with it. In this scenario, you can either redeem the new key to a different Microsoft account or you can wait until your subscription expires (at least a day after the expiry date) to use the new key with the same Microsoft account.

## The product key isn't valid (INVALID\_PRODUCT\_KEY or ERR\_INVALID\_TOKEN)

You'll see this message along with either error code INVALID\_PRODUCT\_KEY or error code ERR\_INVALID\_TOKEN if you enter the wrong product key, or if you have a typo in your product key.

### Examples of using the wrong product key

Most Microsoft products use a 25-character product key. If you own multiple Microsoft products, it's easy to confuse the keys and use the wrong one. Here are some common things that can happen:

- **Using the product key from a sticker on a PC**

These product keys are normally for Microsoft Windows. Check the sticker for a product name to make sure it's for the Office product you're trying to install.

- **Using product keys for Office 2010 or earlier**

Office 2011 for Mac and Office 2010 are no longer supported and not available for download if you no longer have media to download these versions. Learn more at [Support has ended for Office for Mac 2011](#) or [End of support for Office 2010](#).

- **Using a Microsoft 365 for business product key**

These product keys are entered in a different location. For help, see [Enter your product key for Office 365 for business](#).

## ■ Using the product key provided by a school or organization

If your school or organization has a volume license agreement for Office, then you are using a different version of Office that uses volume license keys. These keys can't be used for retail Office versions like Home and Student, Home and Business, or Professional, and can't be entered on this page. See [Activate volume editions of Office](#) for more information.

## Common ways people mistype the product key

Reading the product key from a label can be difficult. Letters and numbers may look the same.

To avoid typing mistakes, here's a list of commonly mistyped characters:

- The letter B and the number 8.
- The letter G and the number 6.
- The letter O and the number 0.
- The letter Q and the number 0.
- The letters V and V back to back (VV) appear like the letter W.

**Tip:** If you bought Office from an online retailer and received a confirmation email, try copying and pasting the product key from this email instead of typing it.

## The product key isn't valid (KEY\_NOT\_ACTIVATED)

You'll see this message if the retailer where you purchased Office didn't activate the product key at the point of sale. The product key must be activated by the retailer before you can use it.

To resolve the issue, go back to the store where you purchased Office and have them activate the product key.

"Sorry, you've reached the limit"  
(ERR\_SUBSCRIPTION\_MAX\_SPAN\_REACHED)

You'll see this message if you try to extend the amount of time on your Microsoft 365 subscription past 5 years.

Your Microsoft account can have only one Microsoft 365 Family subscription associated with it. If you use the same Microsoft account to buy or redeem multiple Microsoft 365 subscriptions, you extend the amount of time for your subscription, up to a maximum of 5 years. This doesn't increase the number of Office devices you can be signed in to or increase the amount of online storage that's available with the subscription. For more information, see [What happens if I add another Office 365 for home subscription plan to my account?](#) and [How sign in works in Office 365](#).

Sorry, we can't set up your account right now. Hang on to your product key, and try again later  
(ConversionBlockedSubscriptionViolations)

We can't redeem your product key due to a billing issue with your Microsoft account. Please go to your [Microsoft account, Payment & billing page](#), locate the **Pay settings** section, and select the link for **Change how you pay** or **Fix how you pay**.

You have reached the maximum number of Office products that can be associated to your Microsoft account

You can redeem up to 25 one-time purchases of Office 2019, 2016, or Office 2013 on the same Microsoft account. To redeem additional products, you'll need to create another Microsoft account. For more help, see [Getting maximum number error when you try to redeem Office?](#)

**Note:** This does not apply to Microsoft 365 subscriptions. Your Microsoft account can have only one Microsoft 365 Family subscription associated with it.

I get an error that JavaScript is required to complete the activation process

After you enter a valid product key, the **Next** button should be enabled. However, if JavaScript isn't enabled in our browser, the **Next** button won't work. Use the guidance in [Enable JavaScript](#) to enable JavaScript in your browser. If you're using an iPad, you must use another device to redeem your product key because JavaScript isn't supported on iPads.


# My web browser is blocking cookies

Here's how to enable cookies if your browser is blocking them:

## Edge (Windows 10)

1. In the Edge window, select **More (...)** > **Settings** > **View advanced settings**.
2. Scroll down to **Cookies**, and select **Don't block cookies**

## Internet Explorer

1. In Internet Explorer, in the menu bar, select **Tools**  > **Internet options** > **Privacy** > **Advanced**.
2. Select **Accept** or **Prompt** under **First-party Cookies**, and **Accept** or **Prompt** under **Third-party Cookies**.
3. Select **OK**.

## Chrome

1. In a Chrome window, do one of the following:
  - In the browser address box, enter **chrome://settings/content**.
  - OR
  - On the Chrome menu, select **Settings** > **Show advanced settings**, and then under **Privacy**, select **Content settings**.
2. In the **Content settings** dialog box, under **Cookies**, make sure **Allow local data to be set (recommended)** is selected.
3. Select **Done** and refresh the browser.

## Mozilla Firefox

1. If you're using Windows, in the Firefox window, select **Open menu**

 Firefox browser options menu > **Options**.

**Tip:** If you're using a Mac, go to **Firefox > Preferences**.

2. Select the **Privacy** tab.
3. In the **History** section under **Firefox will**, select **Use custom settings for history**.
4. Make sure **Accept cookies from sites** is checked and **Accept third party cookies** is set to **Always**, and then select **OK**.

## Safari

1. On your Mac, go to **Safari > Preferences > Privacy**.
2. Under **Cookies and website data**, select **Always allow**.
3. Select **Close** and refresh the browser.

## Problems with language or geographical issues

Here are the common errors and how to fix them.

### My country or region isn't listed

After you enter your product key, your current country or region might not appear in the list, or the website language might change. This can happen if you buy your product key in a different country or region than where you redeem it. Your product key is only valid for the countries or regions listed. If you need assistance, contact [Microsoft support](#).

### I get the error "This product key isn't meant for your region"

If you get this message, this means that your product key was purchased in a different country or region than where you're currently located. Office product keys must be redeemed in the



country or region where they are purchased. If you need assistance, contact [Microsoft support](#).

I get the error "Sorry, we can't use this product key because your current subscription was set up in another country/region" (BillingAccount)

If you get this message, this means that your product key was purchased in a different country or region than where you're currently located. Please try to redeem your product key at <https://microsoft.com/redeem>. If that doesn't work, please contact [Microsoft support](#).

## Microsoft account limits for Office

The redemption process on <https://office.com/setup> and <https://microsoft365.com/setup> associates your Office product with your Microsoft account. Here are some important limits regarding your Microsoft account.

- Your Microsoft account can have only one Microsoft 365 Family subscription associated with it. If you use the same Microsoft account to buy or redeem multiple Microsoft 365 subscriptions, you extend the amount of time for your subscription, up to a maximum of 5 years. This doesn't increase the number of Office devices you can be signed in to or increase the amount of online storage that's available with the subscription. For more information, see [What happens if I add another Office 365 for home subscription plan to my account?](#) and [How sign in works in Office 365](#).
- If you have Microsoft 365 Family and you need to support more than 6 people on your subscription, we recommend purchasing an [Office 365 business subscription](#) or [volume license products](#) of Office instead.
- You can redeem up to 25 one-time purchases of Office 2019, Office 2016, or Office 2013 on the same Microsoft account. If you'd like to purchase more than 25 copies of Office for work, we recommend purchasing an [Office 365 business subscription](#) or [volume license products](#) of Office instead.

