Mac Office 2016 Activation Troubleshooting
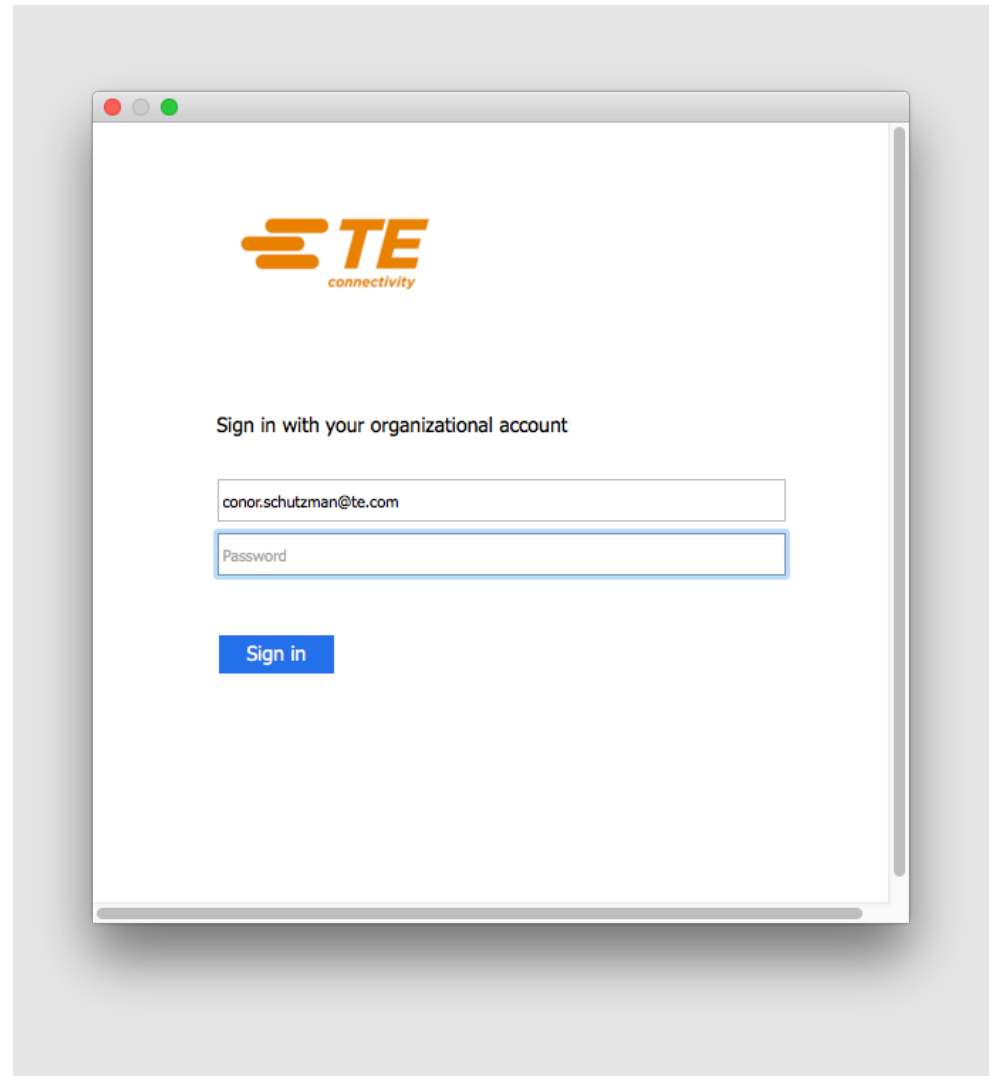
TEIS Digital Workplace

EVERY CONNECTION COUNTS

TE connectivity

Symptom: Unable to Activate Office

Microsoft Outlook is unable to send or receive email, while Outlook Web Access continues to function without issue. Word, Excel, PowerPoint will only open documents as "read-only".

In most cases, you should be promoted to activate Office, but any correct set of credentials provided just cause the activation screen to refresh, while incorrect credentials generate an error message.

Verify Office Version

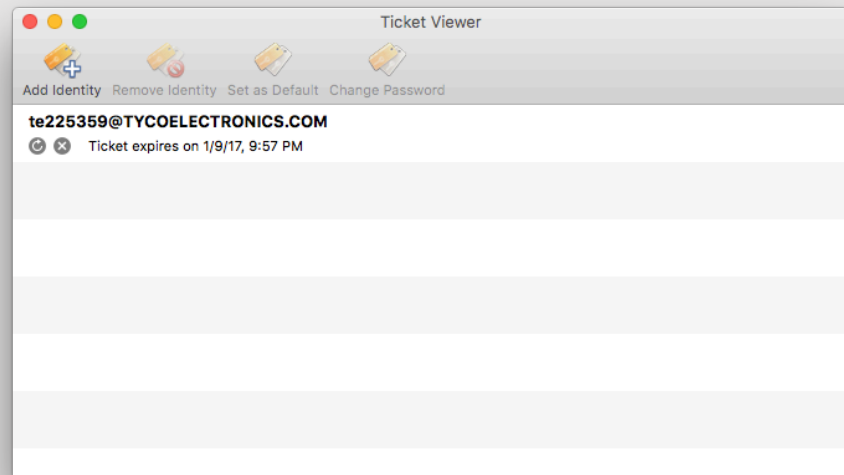This troubleshooting is only valid on Microsoft Office 2016.

Begin by verifying the version by opening any Office application, clicking on the name of the application in the upper left (near the Apple menu), and selecting the "About …" option. You are looking for a version number of 15.20 or higher.

About Outlook

Microsoft® Outlook for Mac

Version 15.31 (170117)

Product ID: 03109-000-000001

License: Office 365 Subscription

Device ID: FA50194D-C278-5A9A-9774-27D2E432E10A

© 2017 Microsoft. All rights reserved.

Learn More

Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

Verify Kerberos Ticket

Open a Finder window and navigate to "/System/Library/CoreServices/" (note this is NOT the user's home folder Library, nor the Library on the root level of the drive). Locate and launch TicketViewer.

Verify that there is a valid identity present; use the Add Identity button to create one (you will need to be on the TE network). Highlight and remove any expired identities.
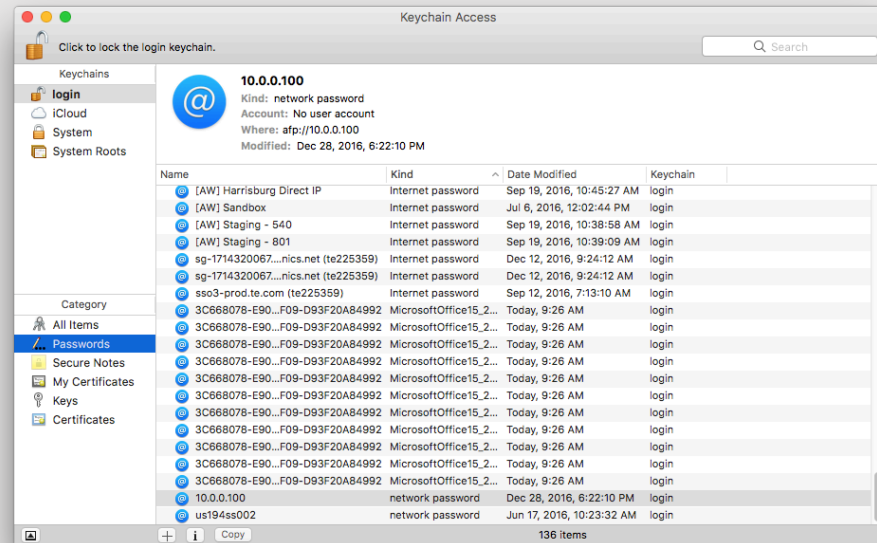
Remove Office Keychains

Be sure to quit all Office applications. In the Utilities folder in the Applications folder, launch Keychain Access.

From the *Keychains* list in the upper left, select *Login*. Select *Passwords* from the *Category* list in the lower left. Sort the resulting list on the right by *Kind*.

Highlight and delete any entries with the kind of *MicrosoftOffice15_...".*

TE Connectivity Confidential & Proprietary. Do not reproduce or distribute.

Re-Activate Office

Launch Microsoft Outlook.

After a few moments, you will be prompted with the same activation screen again. This is normal, as we just removed the current activation files.

However, with the corrupt activation entries removed, this single activation screen should return all Office applications to full functionality.