



## Activation Technology of Kingsoft Office

Kingsoft Office has adopted an activation technology of background activation, which will validate the license code users have entered, to ensure that the Kingsoft Office software copy is legally authorized.

In the normal circumstance, a user enters a valid license code during installation, launch the application after installation is completed, and start the activation validation procedure.

If the activation validation is successful, the user can continue to use Kingsoft Office. Otherwise, if the activation validation is failed, when launching the application again, there will be a prompt indicating that the activation is failed. In this case, the user can either choose to enter browsing mode or reactivate Kingsoft Office.

When activation validation is failed, a bubble tip pops up from the right bottom of the application indicating activation failure, and the following dialog box will show up upon relaunching:



- Click "Why this the activation of Kingsoft Office failed?" to open the Help files and locate to the solutions on activation failure problems.
- Click "Enter Viewer Mode" button to enter Browsing Mode, under which you can only use mouse within Kingsoft Office applications instead of keyboard.
- Click "Activate Now" button to activate Kingsoft Office again.
- If reactivation still fails, the activation failure dialog will pop up again.
- If reactivation succeeds, the following activation success dialog will pop up:



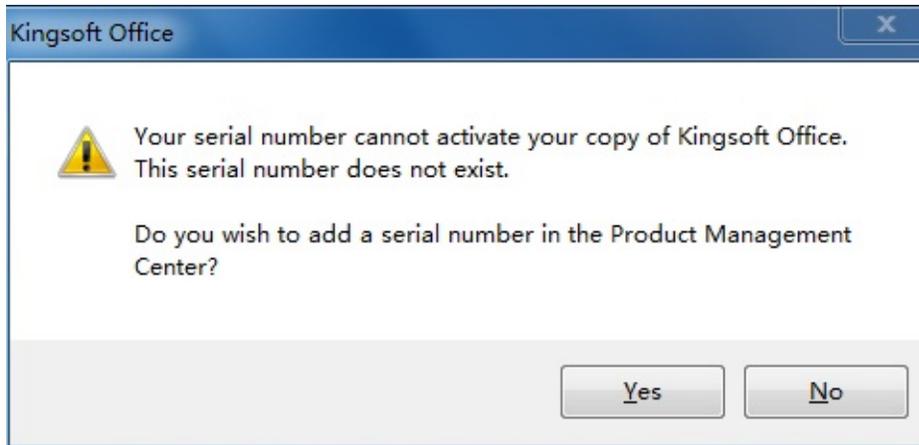
Click "OK" button to close the dialog box.

## Solutions

When activation is failed, locate and solve the problem through following ways:

### 1. The product serial number does not exist

Click "Activate Now" button in the Activation Failure dialog box, and the following dialog pops up:

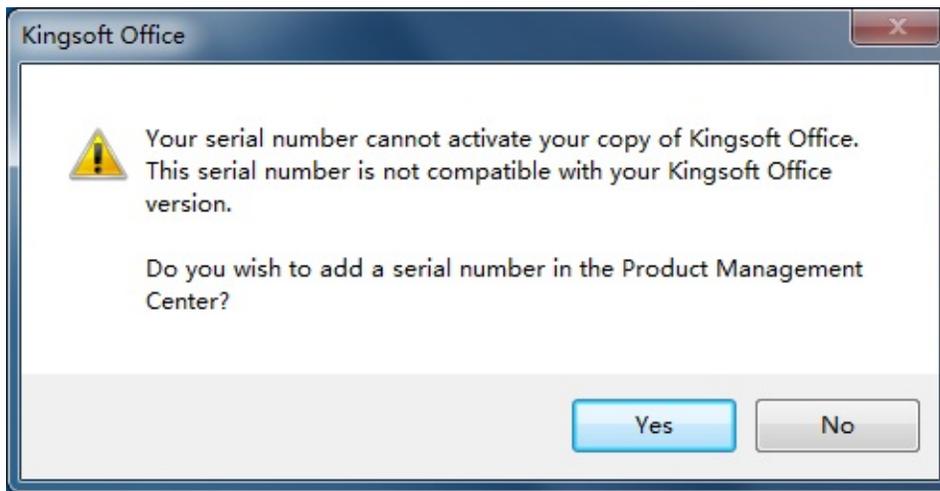


**Reason:** The serial number entered was not imported to the activation server.

**Solution:** Contact our sales team or our reseller to import the serial number to activation server, and then click Reactivate button again and activation will be successful.

### 2. Serial number does not match this edition

Click "Activate Now" button in the Activation Failure dialog box, and the following dialog pops up:

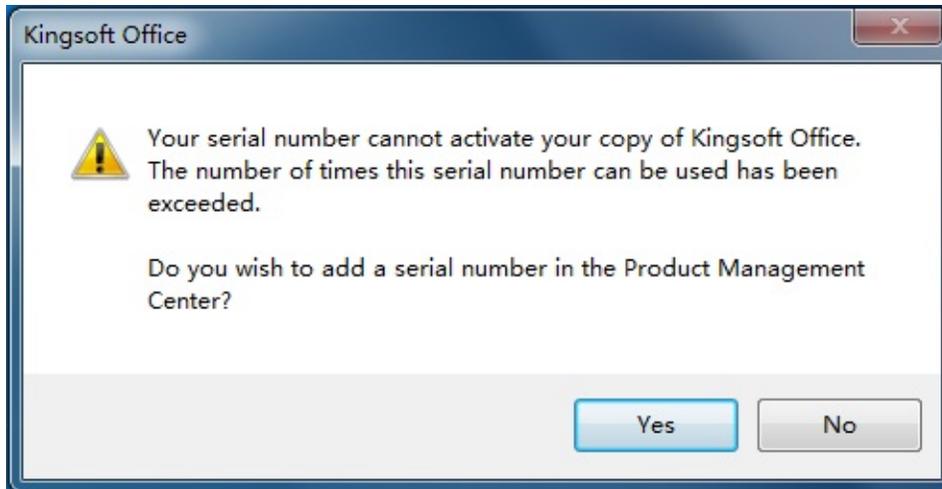


**Reason:** The serial number entered does not match this edition.

**Solution:** Verify if the serial number entered match this edition. Serial number for Professional edition can only be used to activate Professional edition; serial number for Professional Plus can be used to activate both Professional and Professional Plus editions.

### 3. The serial number exceeds the allowed number of activations

Click "Activate Now" button in the Activation Failure dialog box, and the following dialog pops up:



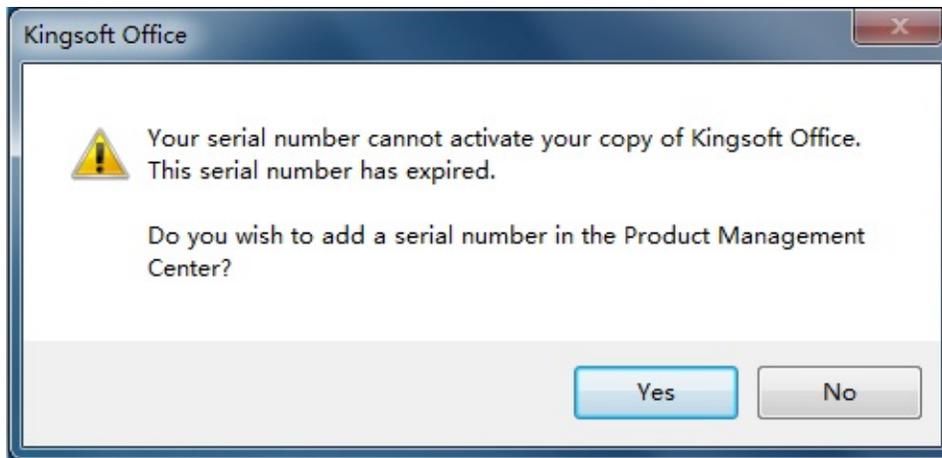
**Reason:** The serial number entered exceeds the allowed number of activations.

**Solution:** (1) Click Yes button to add the right authorized serial number in the Product Management Center dialog box to activate the product.

(2) Please contact our sales team or the reseller from whom you bought the serial number. After the number of allowed activations is updated on the server side, you can click Reactivate button again to activate Kingsoft Office successfully.

### 4. The serial number is expired

Click "Activate Now" button in the Activation Failure dialog box, and the following dialog pops up:



**Reason:** The serial number entered is expired.

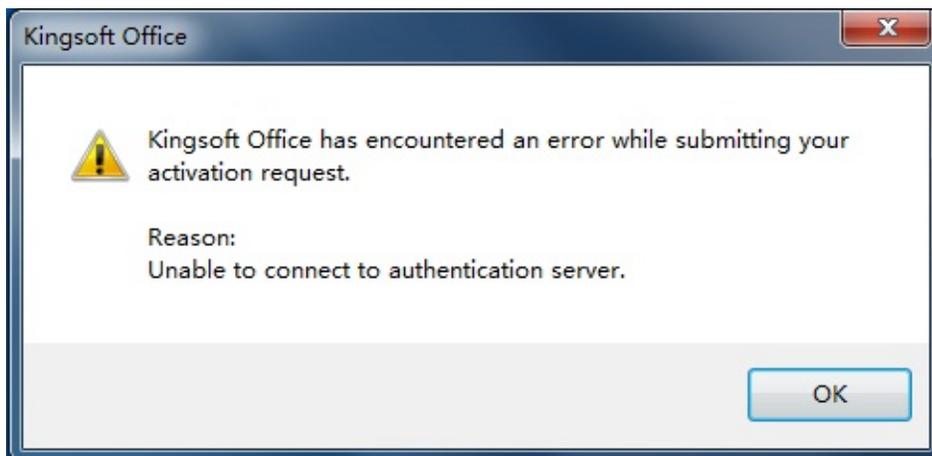
**Solution:** Please contact our sales team or the reseller from whom you bought the serial number. After the expiry date of the serial number is updated on the server side, click Reactivate button again to activate Kingsoft Office.

## 5. Server Connection Failure

There are two conditions which might result in server connection failure and thus activation failure.

### (1) Failed to connect to authentication server.

Click "Activate Now" button in the Activation Failure dialog box, and the following dialog pops up:

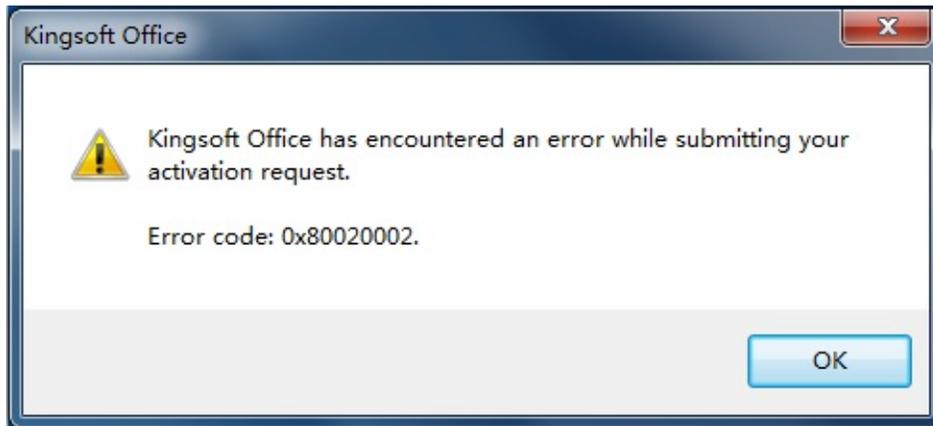


**Reason:** No internet access or unstable internet connection.

**Solution:** Check the internet connection status and make sure it's stable. Then click Reactivation button again, and the activation will be successful.

### (2) Error occurs when validating the activation of Kingsoft Office.

Click "Activate Now" button in the Activation Failure dialog box, and the following dialog pops up:



**Reason:** Error occurs when validating the activation of Kingsoft Office, such as no serial number, or error in acquiring the activation information on the client side.

**Solution:** Please contact with Kingsoft Office support team or send activation log to further locate problems.