

# Microsoft 365

## Reset Office Licensing and Fix "Couldn't Verify Microsoft 365 Subscription" Errors

If you are encountering registration and verification errors with a 365 installation, enter the following commands in a command prompt to list and deactivate office licenses attached to the computer. We typically delete all of them and then re-register. Change the version number as appropriate for your environment.

Get licenses list:

```
C:\Program Files\Microsoft Office\Office16\cscript ospp.vbs /dstatus
```

Remove licenses:

```
C:\Program Files\Microsoft Office\Office16  
\cscript ospp.vbs /unpkey:XXXXX (last 5 of key in previous list)
```

Unique solution ID: #1022

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