

How to identify a Windows 8 Activation Failure and Error Code

Background Information:

Windows 8 requires a Digital Product Key (DPK) to activate.

Lenovo systems, for Windows 8, has a unique DPK added during manufacturing.

Windows 8 is automatically activated online, or can be activated via phone.

During the activation process, an activation failure can occur. The system will remain in a non-activated state.

If Windows 8 cannot activate, the “Activate Windows” page within “PC settings” is displayed.

This document describes:

- How to determine if the system has Windows 8.
- How to identify the Windows 8 Activation Failure and Error Code.

How to determine if the system has Windows 8:

System Management BIOS (SMBIOS) includes Microsoft License information, and is used to determine that a DPK is on the system board.

SMBIOS only applies to Unified Extensible Firmware Interface (UEFI) BOIS only.

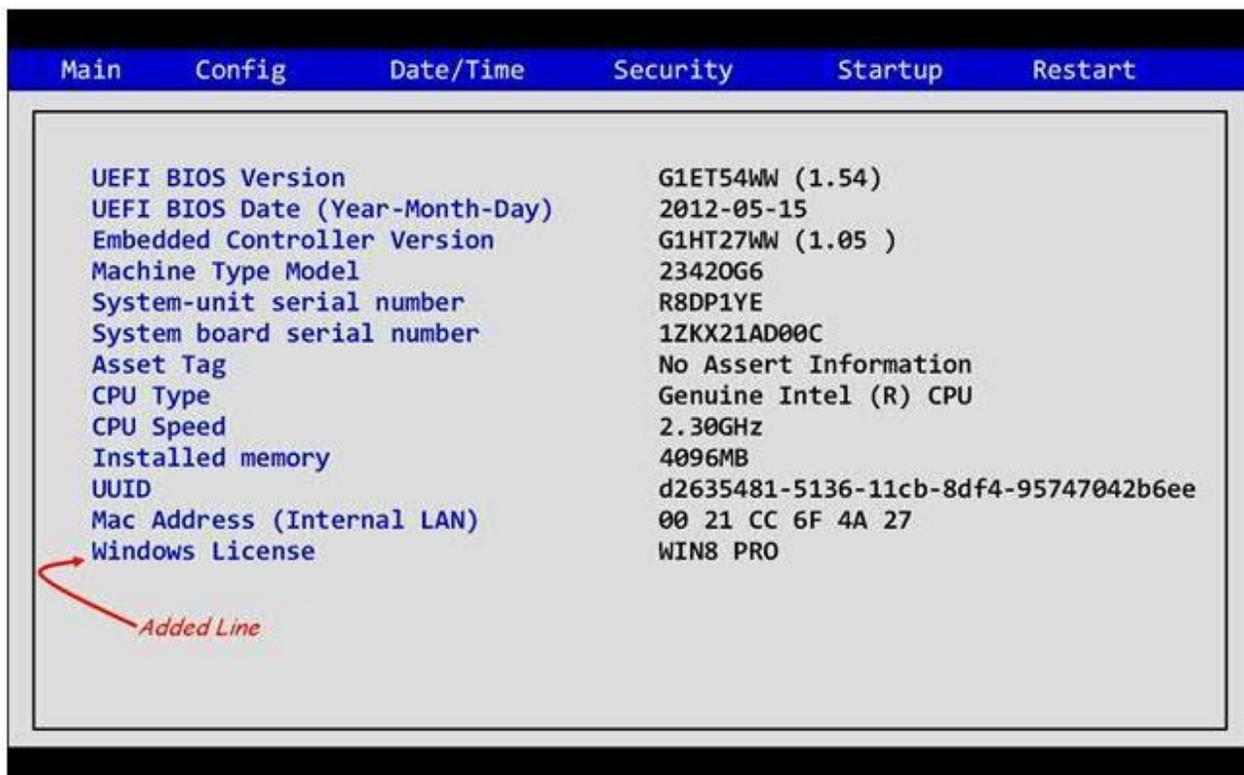


Figure 1: UEFI BIOS with Windows License information

The system has Windows 8 DPK, if “Windows License” appears. Window Licenese information includes:

- WIN8 PRO: Windows 8 Professional
- WIN8 STD: Windows 8 Standard

Windows License information also applies to system motherboard FRU's.

The system motherboard FRU has Windows 8 DPK, if "Windows License" appears. Window Licenses information includes:

- WIN8 PRO MBR: Windows 8 Professional
- WIN8 STD MBR: Windows 8 Standard

If "Windows License" does not appear, the system does not have a Windows 8 DPK.

To display SMBIOS information, when the system is powered on:

- Systems with keyboards: Press and hold F1 key, or F2 key, or Fn+F2 keys
- Tablets: Tap screen multiple times

How to identify the Windows 8 Activation Failure and Error Code:

During the activation process, an activation failure can occur. The system will remain in a non-activated state.

Windows 8 provides an error message.

To view Windows 8 activation status, including activation failure and error code information, start in System Properties, just as with previous Windows version.



Figure 2: Windows 8 Control Panel Home

Select “View details in Windows Activation”

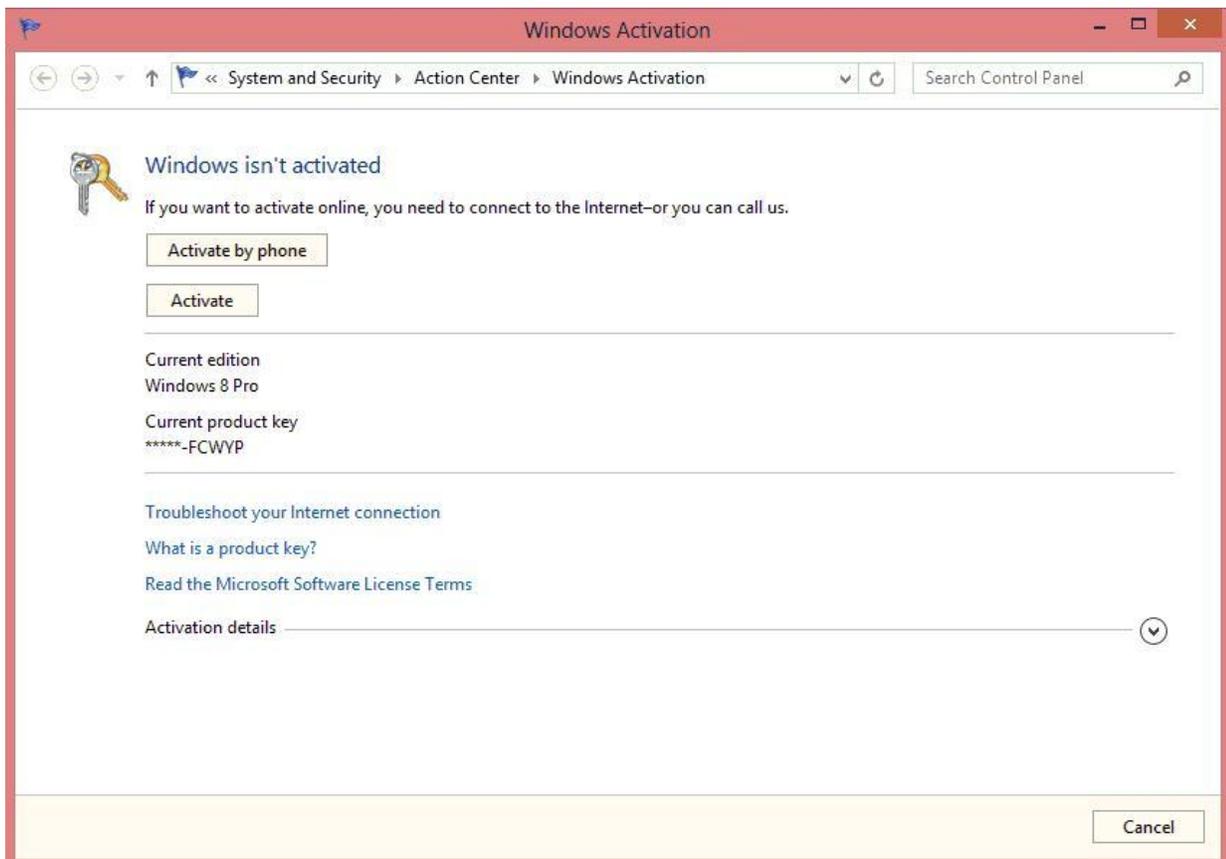


Figure 3: Example of an Windows 8 Activation Failure

“Activation details” provides additional “Error Code” information that is used to identify specific activation problems.

Select “Activation details” to display the “Error code”.

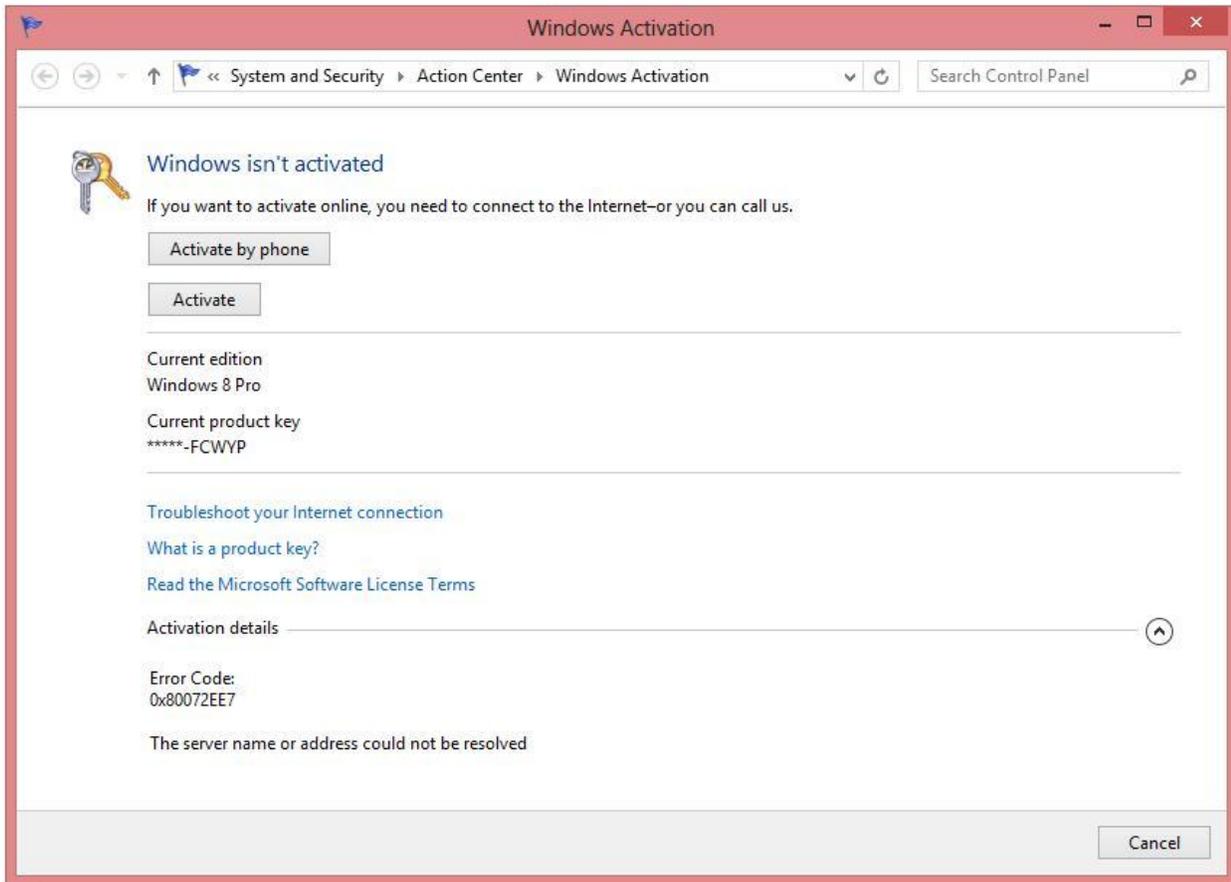


Figure 4: Example of an Windows 8 Activation Failure with Error Code information

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