There are two ways to tell if your software has been activated using KMS. On the computer where Microsoft Vista is installed, perform one of the two following steps:

1. Look for “Windows is activated” in the Welcome Center or in System under Control Panel.
2. Run the slmgr.vbs –dli script.

“License Status:” shows whether you are activated (“Licensed”), in OOB grace, or OOT grace. If it displays “Unlicensed,” you will not be able to log on again until your computer is activated.

To troubleshoot at KMS problem, do the following:
Verify the client has network connectivity by connecting to a known and reliable web page (i.e. www.csulb.edu) with a web browser. Pinging the KMS server(s) will not work because of their firewalls. So, don’t worry if the client cannot ping either server(s).

KMS auto discovery is DNS based. So, the next step is to verify the client can discover the DNS SRV record correctly. On the computer where Microsoft Vista is installed, do the following:

Open a command prompt. Run the following script from the command prompt:

```
nslookup -type=srv _vlmcs._tcp
( Note: there is a single space between "nslookup" and "-type=srv" and between "srv" and "_vlmcs._tcp" above )
```

The reply will include the following information for each KMS SRV resource record in DNS:

```
Server: [Your DNS Server]
Address: [Your DNS Servers IP address]

_vlmcs._tcp. [Your DNS Server] SRV service location:
  priority  = 0
  weight    = 0
  port      = 1688
  srv hostname  = lats-kms1.lats.ad.csulb.edu

_vlmcs._tcp. [Your DNS Server] SRV service location:
  priority  = 0
  weight    = 0
  port      = 1688
  srv hostname  = lats-kms2.lats.ad.csulb.edu
```

lats-kms1.lats.ad.csulb.edu internet address = 134.139.25.47
lats-kms2.lats.ad.csulb.edu internet address = 134.139.25.49
If the output on the client matches the above output, but activation is still not working please contact us at lats-help@csulb.edu. If your output does not match, then read on. There are several solutions and workarounds based on your domain membership configuration.

**Scenario**: Vista client is a part of a Windows domain that is not inside the campus active directory forest (ad.csulb.edu).

**Solution**: If you are running and maintaining your own Active Directory forest and DNS servers, you can manually create two DNS SRV record using the following information:

- Service: _vlmcs
- Protocol: _tcp
- Priority: 0
- Weight: 0
- Port number: 1688
- Host offering the service: lats-kms1.lats.ad.csulb.edu OR lats-kms2.lats.ad.csulb.edu

This will allow all the clients in your domain that use your DNS servers to automatically discover the campus KMS servers.

**Scenario**: Vista client is a part of a Windows domain that is inside the campus active directory forest (ad.csulb.edu).

**Solution**: The campus Active Directory forest has been configured for KMS auto discovery, so all domains inside the campus forest can successfully use KMS by default. However, Network Services must create new SRV records for new domains. Please contact Network Services and have them verify that SRV records exist for your domain. If they do, and you continue to have problems please contact us at lats-help@csulb.edu.

**Scenario**: Vista client is in a workgroup.

**Solution**: On the Vista client, register the KMS host's fully qualified domain name (FQDN). Open a command prompt (make sure you use "Run as Administrator" to do so) and type in ONE of the following commands:

```
cscript \windows\system32\slmgr.vbs -skms lats-kms1.lats.ad.csulb.edu:1688
OR
cscript \windows\system32\slmgr.vbs -skms lats-kms2.lats.ad.csulb.edu:1688
```

Optionally, the IP can be used instead of the FQDN.

```
cscript \windows\system32\slmgr.vbs -skms 134.139.25.47:1688
OR
cscript \windows\system32\slmgr.vbs -skms 134.139.25.49:1688
```

If you continue to have problems please contact us at lats-help@csulb.edu.
Information About Specific Error Codes:

Error code: 0xC004F059 - The Software Licensing Service reported that a license in the computer BIOS is invalid.

A valid Windows BIOS marker is required in order to use the Universities Windows Vista volume-licensed media to re-image or upgrade OEM computers through the re-imaging rights provided in our volume license agreement. Not having the appropriate BIOS marker results in the error on these systems and prevents them from activating using KMS.

To solve the problem, the solutions or resolutions include:

- Upgrade the PCs BIOS to the most current version and attempt to re-activate.
- Downgrade to an older version of the BIOS without a SLIC table in the ACPI module (non Vista OEM activation compliant).
- Use a MAK (Multiple Activation Key) to activate the client. A MAK is similar to traditional volume license product key which enables a customer to install Windows. However, each MAK is preloaded with a set number of activations that it can perform. Please contact us at lats-help@csulb.edu if you need to use the Universities MAK key to register a computer.