Error Message	Solution	Note
Cannot find dongle.	Please make sure that the dongle is plugged correctly into the machine and that dongle driver is installed properly on the computer if you're using a network dongle. If the problem is not resolved, please contact your local reseller.	
Failed to open the network dongle. Please confirm that the network dongle driver has been installed and the dongle has been inserted into the machine.	Please make sure that the dongle is plugged correctly into the machine and dongle driver is installed properly on your computer.	
File read/write error.	Error in configuration file, please reinstall.	
Request file information does not match this	Please make sure that the request file matches	
machine.	the machine.	
License is broken.	Please contact your local reseller.	
Cannot find matched license, or specified expiration date execeds the limit.	Please check the license or date, if you continue to receive such message, please contact your local reseller.	
Cannot find request file.	Please select the correct request file.	
Attempt to return an invalid license.	Please select a valid license to return.	
Fail to install server licensing service.	Please verify that you have enough permissions to install the licensing service.	
A standalone or borrowed license already exsists and		
there is no need to connect to network license	If it is necessary, please return current license	
server. if it is necessary, please return current license first.	first.	
Please unbind the original license first.	Please unbind the license first.	
Number of network license nodes does not match.	Please check the number of network license nodes.	

This license has already been activated on another	This license key has already been activated on	
This license has already been activated on another machine.	another machine, please return it or use a	
	different license key.	
No ungrade information found	If you have any questions, please contact your	
No upgrade information found.	local reseller.	
License key is not activated.	Please activate the license.	
License key has been reset.	Please contact your local reseller.	
Offline binded and activated license key cannot be	Please check whether you have plugged in the	
binded and activated with other dongle.	correct dongle.	
	Please check whether you have entered the	
License key is invalid.	license key correctly, if the problem is not	
	resolved, please contact your local reseller.	
	If the client cannot connect to GstarCAD license	
	server, but has normal Internet connection,	
License server error. Cannot activate license key.	please try again later. If the problem is not	
	resolved, please contact your local reseller.	
	resolved, please contact your local reseller.	
License server error. Cannot return license key.	If the client cannot connect to GstarCAD license	
	server, but has normal Internet connection,	
	please try again later. If the problem is not	
	resolved, please contact your local reseller.	
	· · ·	
License has expired.	The license has expired, please purchase or	
·	apply for a new one.	
License key does not exist.	Please check the license key and try again.	
Target version number dose not exist.	Please check, if you continue to receive such	
Turget version number dose not exist.	message, please contact your local reseller.	

	Please check whether you have normal access	
Fail to borrow license	to the network license server and whether	
	there's node available to borrow.	
Maximum days for a borrowed license is 180 days.	Please enter a valid date range.	
Error Borrow date.	Please check the date.	
Company cannot be empty.	Please enter a company name.	
Fail to find license on this machine:	There's no license available on this machine,	
Fail to find license on this machine:	please check.	
Fail to get license from sever.	Please contact your local reseller.	
	Please make sure that the dongle is valid,	
Fail to get dongle information:	contact your local reseller if you continue to	
	receive such message.	
	Please check whether you have used the	
Error of reading license file contents.	correct license file, if the problem is not	
	resolved, please contact your local reseller.	
	Please import the correct license file and try	
Fail to import license file:	again, if the problem is not resolved, please	
	contact your local reseller.	
Name cannot be empty.	Please enter a name.	
Current license has been borrowed by this machine.	If you have any questions about this, please	
current license has been borrowed by this machine.	contact your local reseller.	
	If you have followed instructions and still	
Fail to generate request file.	cannot generate the request file, please	
	contact your local reseller.	
Fail to save request file:	Please check whether the selected directory is	
	writable.	
License key format error. License key is a 32bit string	Please enter the license key correctly, or copy	
with or without "-" connectors, e.g. "****-***-	and paste the license key to avoid any	
****_****_****	inadvertent input errors.	

License key cannot be empty.	Please enter a license key.	
Fail to write upgrade data to dongle.	Please contact your local reseller.	
Activation failed:	The activation has failed, please contact your	
Activation falled.	local reseller with details.	
Fail to save requset file.	Please make sure the selected file path is	
rail to save requset file.	writable.	
License infomation dose not match current software.	Please return the license and reactivate.	
Please return license and reactivate.	riease return the license and reactivate.	
Higher version license not found.	If you have any questions about this, please	
riigher version license not round.	contact your local reseller.	
  Fail to set activation mode:	Please try again. If the problem is not resolved,	
an to set activation mode.	please contact your local reseller.	
Currently selected product information is inconsistent with the borrowed license information. Please return currently selected license and borrow again.	Please return currently selected license and borrow again.	
Fail to read dongle infomation:	Please make sure the dongle is plugged correctly into the machine and if you continue to receive such message, please contact your local reseller.	
License detection encounters a problem: \r\n %s	Please check your license or contact your	
Please check your license or contact your distributor.	distributor/reseller.	
License information is empty. Please bind a license	Please bind a license key.	
key before executing the current operation.	i icase billa a licelise key.	
No dongle information is read.	Please make sure the dongle is plugged correctly into the machine. If the problem is not resolved, contact your local reseller.	

Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Activation information does not contain specified version features.  Please select the product and version that match your license.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please		
has proper access to the server and relevant interfaces.  Please log out from other clients to make node available for the activation.  Check whether the correct file has been imported, please find and import the correct response file if a wrong file has been imported.  Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please select the product and version that match your license.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible		•
Number of network license nodes exceeds the limit.  Repeat importing response file or machine does not match.  Check whether the correct file has been imported, please find and import the correct response file if a wrong file has been imported.  Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please select the product and version that match your license.  Unauthorized.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible	Cannot connect to server.	
Please log out from other clients to make node available for the activation.  Check whether the correct file has been imported, please find and import the correct response file if a wrong file has been imported.  Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please select the product and version that match your license.  The client needs to provide developers with **allusersprofile%/glmclient/log/glmc.log to identify the cause.  Indicates the product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible please place it with or a possible please contact Gstarsoft Co., Ltd for a possible	carmot comment to server.	has proper access to the server and relevant
Activation information does not cersion features.  Activation information does not cersion features.  Activation information does not cersion features.  Diagnathorized.  Diagnathorized.  Diagnathorized.  Activation bind because of duplicated product type, version type, version number and language.  Activation information contain specified available for the activation.  Check whether the correct file has been imported. Check whether the correct response file if a wrong file has been imported. Check whether the correct response file if a wrong file has been imported. Check whether the correct response file if a wrong file has been imported. Check whether the correct response file if a wrong file has been imported. The correct persons file if a wrong file has been imported. The correct persons file if a wrong file has been imported. The correct persons file if a wrong file has been imported. The correct persons file if a wrong file has been imported. The correct persons file if a wrong file has been imported. The correct persons file if a wrong file has been imported. The correct persons file if a wrong file has been imported. The		
Check whether the correct file has been imported, please find and import the correct response file if a wrong file has been imported.  Please verify that your system environment meets all the necessary requirements and that you have permission to install activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Activation information does not contain specified version features.  Please select the product and version that match your license.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible	Number of network license nodes exceeds the limit	_
imported, please find and import the correct response file if a wrong file has been imported.  Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Activation information does not contain specified version features.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible	Namber of fietwork ficerise flodes exceeds the filling.	available for the activation.
Imported, please find and import the correct response file if a wrong file has been imported.  Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Please select the product and version that match your license.  The client needs to provide developers with %allusersprofile%/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible		Check whether the correct file has been
Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Activation information does not contain specified version features.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible		
Please verify that your system environment meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Activation information does not contain specified version features.  Diauthorized.	match.	
meets all the necessary requirements and that you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Activation information does not contain specified version features.  Diauthorized.  Please select the product and version that match your license.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible on the license key.  Please contact Gstarsoft Co., Ltd for a possible		
you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Activation information does not contain specified version features.  Dinauthorized.  Dinauthorized.  Dinauthorized.  Dinauthorized with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Dinauthorized by the cause of duplicated product type, version number and language.  Dinauthorized by the cause of duplicated product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible of the binding please replace it with a dongle that corresponds to the license key.		
you have permission to install the activation system service.  Please verify that the client has the correct permissions to install the activation system service.  Activation information does not contain specified version features.  Please select the product and version that match your license.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible product Gstarsoft Co., Ltd for a possible product Co.,	Fail to install activation system service	• •
Please verify that the client has the correct permission to install activation system service.  Activation information does not contain specified version features.  Dinauthorized.  Dinauthorized.  Discense has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version number and language.  Dinauthorized.  Please verify that the client has the correct permissions to install the activation system service.  Please select the product and version that match your license.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  Please unbind and return it first.  To complete the binding, please replace it with a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible	Tan to motan activation system service.	you have permission to install the activation
Please unbind and return it first.  Cannot bind because of duplicated product type, version type, version number and language.  Please select the product and version that match your license.  The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  Please unbind and return it first.  To complete the binding, please replace it with a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible		,
Service.  Activation information does not contain specified version features.  Display the client needs to provide developers with wallusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible please place it with a dongle ID has been blacklisted.		Please verify that the client has the correct
Activation information does not contain specified version features.  Display the product and version that match your license.  The client needs to provide developers with wallusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version type, version number and language.  Dongle ID has been blacklisted  Please select the product and version that match your license.  The client needs to provide developers with wallusersprofile%/glmclient/log/glmc.log to identify the cause.  Please unbind and return it first.  To complete the binding, please replace it with a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible	No permission to install activation system service.	permissions to install the activation system
match your license.  The client needs to provide developers with  %allusersprofile%/glmclient/log/glmc.log to  identify the cause.  License has been activated with other dongle. Please  unbind and return it first.  Cannot bind because of duplicated product type,  version type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible  Please contact Gstarsoft Co., Ltd for a possible		00.1.00
The client needs to provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version type, version number and language.  Please contact Gstarsoft Co., Ltd for a possible place in the provide developers with %allusersprofile%/glmclient/log/glmc.log to identify the cause.  Please unbind and return it first.  To complete the binding, please replace it with a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible	Activation information does not contain specified	Please select the product and version that
Unauthorized.  ### Wallusersprofile%/glmclient/log/glmc.log to identify the cause.  ### Please unbind and return it first.  ### To complete the binding, please replace it with a dongle that corresponds to the license key.  ### Please contact Gstarsoft Co., Ltd for a possible contact in the property of the property of the place of the place in the place is the place of the place of the place in the place i	version features.	match your license.
identify the cause.  License has been activated with other dongle. Please unbind and return it first.  Cannot bind because of duplicated product type, version type, version number and language.  Please unbind and return it first.  To complete the binding, please replace it with a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible		The client needs to provide developers with
License has been activated with other dongle. Please unbind and return it first.  Please unbind and return it first.  To complete the binding, please replace it with a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible	Unauthorized.	%allusersprofile%/glmclient/log/glmc.log to
Cannot bind because of duplicated product type, version type, version number and language.  Please unbind and return it first.  To complete the binding, please replace it with a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible		identify the cause.
To complete the binding, please replace it with a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible	License has been activated with other dongle. Please	Please unhind and return it first
version type, version number and language.  a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible	unbind and return it first.	ricase aribina ana retarri te mst.
version type, version number and language.  a dongle that corresponds to the license key.  Please contact Gstarsoft Co., Ltd for a possible	Cannot bind because of duplicated product type.	To complete the binding, please replace it with
Please contact Gstarsoft Co., Ltd for a possible		
Jongle II) has been blacklisted	Tersion type, reision number and language.	· · · · · · · · · · · · · · · · · · ·
cause and solution.	Dongle ID has been blacklisted.	•
·		cause and solution.

These are common errors, please refer to Activation FAQ & Troubleshooting

Cannot bind because of duplicated product type,	Please bind the license to another USB	document for more information.
version type, version number and language.	dongle, or get a new license to bind.	
Encryption type does not match.	Please use encryption that matches the license.	
License type does not match.	Please use encryption that matches the license.	
Machine fingerprint has been blacklisted.	Please contact your local reseller.	
Inconsistent machine fingerprint.	Please check if you had replaced the machine or hardware and contact your local reseller.	
Session does not exist.	Please open IE (Internet Explorer) > select Internet Options > select Security tab > click Trusted sites  Add the two sites below to Trusted sites: support.gstarcad.net support2.gstarcad.net  Click OK to save the changes. Now you should be able to activate or return the license.	
License has been activated on other machine. Please	Please return the license on that machine and	
return it first.	then try again on this machine.	
Cannot bind: license key already activated.	Please unbind the license key first before trying again, or use a different license key to bind.	
Cannot bind: license key already expired.	Please contact your local reseller to purchase or apply for a new license key.	
Cannot bind: license key has been reset.	Please contact your local reseller for a possible cause and solution.	