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 machine.	Please make sure that the request file matches 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 server. if it is necessary, please return current license first.	If it is necessary, please return current license 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 machine.	This license key has already been activated on another machine, please return it or use a different license key.	
No upgrade information found.	If you have any questions, please contact your 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 binded and activated with other dongle.	Please check whether you have plugged in the correct dongle.	
License key is invalid.	Please check whether you have entered the license key correctly, if the problem is not resolved, please contact your local reseller.	
License server error. Cannot activate 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 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 message, please contact your local reseller.	

Fail to borrow license	Please check whether you have normal access 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, please check.	
Fail to get license from sever.	Please contact your local reseller.	
Fail to get dongle information:	Please make sure that the dongle is valid, contact your local reseller if you continue to receive such message.	
Error of reading license file contents.	Please check whether you have used the correct license file, if the problem is not resolved, please contact your local reseller.	
Fail to import license file:	Please import the correct license file and try 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 contact your local reseller.	
Fail to generate request file.	If you have followed instructions and still 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 with or without "-" connectors, e.g. "****-****-****-****-****-****-****-****".	Please enter the license key correctly, or copy 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 local reseller with details.	
Fail to save requset file.	Please make sure the selected file path is writable.	
License infomation dose not match current software. Please return license and reactivate.	Please return the license and reactivate.	
Higher version license not found.	If you have any questions about this, please contact your local reseller.	
Fail to set activation mode:	Please try again. If the problem is not resolved, 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 distributor.	Please check your license or contact your distributor/reseller.	
License information is empty. Please bind a license key before executing the current operation.	Please bind a license 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.	

Cannot connect to server.	Please check the Internet connection and/or firewall settings, to make sure that the client has proper access to the server and relevant interfaces.	
Number of network license nodes exceeds the limit.	Please log out from other clients to make node available for the activation.	
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.	
Fail to install 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.	
No permission to install 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.	
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.	Please unbind and return it first.	
Cannot bind because of duplicated product type, version type, version number and language.	To complete the binding, please replace it with a dongle that corresponds to the license key.	
Dongle ID has been blacklisted.	Please contact Gstarsoft Co., Ltd for a possible cause and solution.	These are common errors, please refer to ***Activation FAQ & Troubleshooting***

Cannot bind because of duplicated product type, version type, version number and language.	Please bind the license to another USB dongle, or get a new license to bind.	document for more information.
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 return it first.	Please return the license on that machine and 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.	