FAQ

I have a valid license but the key isn’t working.

Troubleshoot a valid Gridinsoft key that is rejected by checking the exact error, purchase account, connection, clock, and activation limit.

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A valid license key can fail because it was copied incorrectly, belongs to another product, has reached its device limit, cannot contact the activation service, or is associated with a different order email. Record the exact error before retrying.

01 Check the key and account

1. Copy the key from the purchase email or Member Area.
2. Paste it without leading or trailing spaces. Avoid typing look-alike characters manually.
3. Confirm that the product shown in the order matches the app being activated.
4. Check the license term and the devices already associated with it.

02 Check activation access

Confirm that Windows has the correct date, time, and time zone and that normal HTTPS websites open. A proxy, VPN, firewall, other antivirus, or company network policy can block activation. Do not permanently disable protection; make only a brief controlled test or ask the administrator.

03 If the key is still rejected

Contact Support with the purchase email, order number, product, exact error, and a screenshot of the activation screen. Send only the last four characters of the key unless Support requests it through a secure channel.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

Open this guide online at support.gridinsoft.com