

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

Gridinsoft Help Center

First, confirm you're online and paste the key exactly as provided-no extra spaces-and watch for look-alike characters (0/O, 1/l). Also make sure your keyboard layout is set to English when entering the key. If it still fails, grab your key from the Member Area, then contact Support with your order email, order ID (if available), and a screenshot of the License / Activation window so we can quickly clarify the issue.