GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Installation & Activation

The activation limit is reached. What should I do?

Release a retired device or request a secure activation reset when a Gridinsoft license reaches its allowed device limit.

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This message usually means the license is already active on the maximum number of devices, or Windows and hardware changes made a reinstalled PC appear to be a new device. Repeated activation attempts do not increase the limit.

01 Check the current devices

1. Sign in to the Member Area with the purchase email.
2. Open the license and review its device allowance and active devices.
3. Release a retired or replaced computer when that control is available.
4. Try activation again on the intended PC.

02 If the old device is unavailable

Contact Support and request an activation reset. Include the purchase email, order number, product name, reason for the move, and only the last four characters of the key. This is enough to locate and verify most orders without exposing the full license.

03 A reset does not change the plan

Support can release an obsolete activation after ownership is verified, but a reset does not add device seats or convert home coverage to business use. If all licensed devices are still in use, choose an appropriate multi-device or business plan instead of cycling one key between active computers.

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