








# Common license errors and troubleshooting

## Errors during license activation

There are a list of errors that might appear during the process of the license activation.

#	Error	Troubleshooting
1	 Error. The License Ticket ID that you have entered is incorrect or invalid. Please recheck your Ticket and try again.	1) Please check the license ticket you are using. Probably, you missed some part of the license ticket or added extra space while copy-pasting it.  2) Also, it is possible that you are trying to use the previous (second) license type with the new software version (5.5+), which is no longer supported.  3) Contact us directly at <a href="mailto:support@webspellchecker.net">support@webspellchecker.net</a> and provide the license ticket which you tried to use.
2	 Error. Unable to connect to the remote license server. The automatic license activation has failed. Check your Internet connection or try to activate your license manually.	1) When the automatic license activation is chosen, it requires an internet connection. Check the internet connection and firewall restrictions on the server where you are activating the WebSpellChecker license.  2) If there is no internet on the server where you are installing the software, choose the manual license activation. The appropriate instructions can be found in the <a href="#">License</a> section.
3	 Error. Failed to decode the license data. The license string that you entered is incorrect. Please recheck the copied license information and try again.	1) If you are using manual license activation, please check the license string you are using. Probably, you missed some part of the license ticket or added extra space while copy-pasting it.  2) If you use a Floating license mechanism, the reported issue means that the Application server could not connect to the License server. You have to check the reported errors in the Logs files on the License server.
4	 Error. The license activation has failed. You have exceeded the maximum allowed number of attempts to activate the license. Contact <a href="mailto:support@webspellchecker.net">support@webspellchecker.net</a> to find out how to resolve the problem.	We have a fixed number of license activation attempts, which you exceeded. Contact us directly at <a href="mailto:support@webspellchecker.net">support@webspellchecker.net</a> and provide the license ticket which you tried to use, and the number of the WebSpellChecker installations which you have already running.
5	 Error. The license activation has failed. Your license expired. Contact <a href="mailto:support@webspellchecker.net">support@webspellchecker.net</a> to find out how to renew your license and resume the access to service.	Your license period expired. Please check whether your company was provided with another license ticket. If not, contact us directly at <a href="mailto:support@webspellchecker.net">support@webspellchecker.net</a> and provide the license ticket which you tried to use.
6	 Error. The license activation has failed. You have used all the available licenses embedded in your License Ticket ID. Contact <a href="mailto:support@webspellchecker.net">support@webspellchecker.net</a> to find out how to obtain more licenses.	WebSpellChecker licenses, which are used for software versions less than 5.9.0, have a fixed number of embedded licenses (available copies of the WebSpellChecker software), which can run at the same time. If you want to activate the license once again, you have to deactivate it from one of the previous installations. <ul style="list-style-type: none"><li>• <a href="#">License deactivation on Windows</a></li><li>• <a href="#">License deactivation on Linux</a></li></ul> If the deactivation is impossible for some reason, or you need more WebSpellChecker copies of the software than your company purchased, please contact us directly at <a href="mailto:support@webspellchecker.net">support@webspellchecker.net</a> and provide the license ticket which you tried to use, and the details of your request for additional license activation.

## Errors during license deactivation

#	Error	Troubleshooting
1	 Error. Failed to deactivate the license. No valid license is found on this machine.	This means that there is not the exact license on the server which you are trying to deactivate. Try to recheck a license ticket or use another one, if you have. Otherwise, contact us directly at <a href="mailto:support@webspellchecker.net">support@webspellchecker.net</a> and provide the license ticket which you tried to use