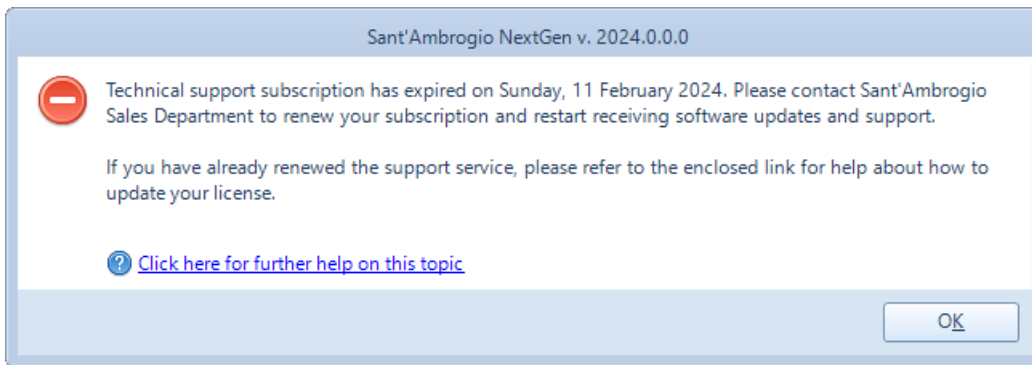


NextGen shows a "subscription expired" message when trying to ask for support

How to re-enable your NextGen installation to receive technical support when the "subscription expired" message is shown.

Online version: <https://nextgen.sant-ambrogio.it/KB125786>

Latest update: 02 nov 2023



Access to our customer support service is restricted to users who have a valid license. If the program displays a message indicating that the license has expired, this may mean that:

- Your support contract has been renewed, but your license has not been updated
- Your assistance contract has not been renewed

Contract renewed

When your support contract is renewed, we send you via email the information necessary to proceed with updating your licenses. Without this update, NextGen will not be able to learn about this renewal.

At this link you can find information about [how to update your license](#).

Contract not renewed

In this case, we cannot proceed further: to obtain assistance, you must contact our sales department and proceed with the regularization of your contract.