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

Sant'Ambrogio NextGen v. 2024.0.0.0
Technical support subscription has expired on Sunday, 11 February 2024. Please contact Sant'Ambrogio Sales Department to renew your subscription and restart receiving software updates and support.
If you have already renewed the support service, please refer to the enclosed link for help about how to update your license.
Olick here for further help on this topic
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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.