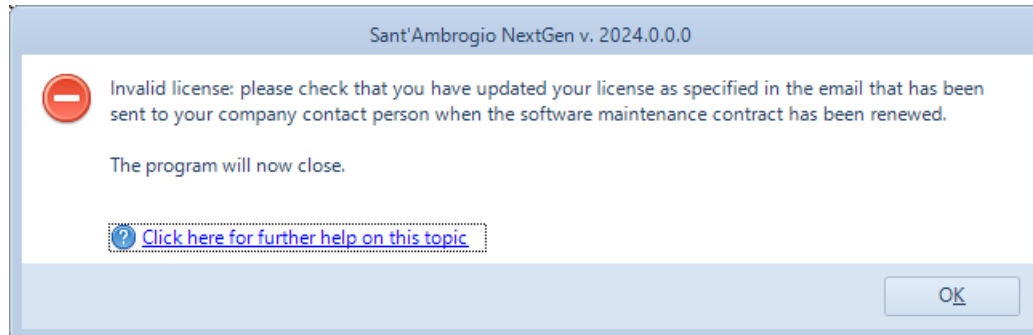


Error starting NextGen, invalid license

Information on errors that may be received when starting NextGen and their resolution.

Online version: <https://nextgen.sant-ambrogio.it/KB652583>

Latest update: 22 lug 2021



When NextGen shows the message:

Invalid license: please check that you have updated your license as specified in the email that has been sent to your company contact person when the software maintenance contract has been renewed.

it means that you are running a version of NextGen *higher* than the one your license entitles you to.

Generally, this happens because **the hardware key was not updated** when our support service sent the update instructions, as described in the error message.

How to proceed?

When the renewal of assistance on NextGen is confirmed, our technical support sends an email containing the information necessary to update the license. Just retrieve this message, download the update file and apply it to the key following the instructions provided. The recipient for this message is the reference e-mail for your company.

If you have a hardware license

If you have a hardware license, the USB dongle update files are available on this site, [in your user area](#).

If you don't have an account yet, you can [register from here](#).

There's [an article providing additional information about how to update a NextGen license](#).

If you have a software license

If you have a software license, the update is easy: run the License Manager software available in the NextGen program group within the Start menu. Be careful to **choose the right program version** if you have multiple versions installed. Finally, click the "Update license" to force the update.

