

Troubleshooting licensing and activation errors

This page provides information about errors you may encounter when you activate Redgate products:

- [The number of activations for this serial number has been exceeded](#)
- [This serial number has been disabled](#)
- [This serial number was for a trial extension](#)
- [This serial number is not registered with the activation server](#)
- [This serial number is not for \[product name\]](#)
- [This serial number is not for this version](#)
- [The activation request is in the wrong format](#)
- [The activation request contains an invalid machine hash](#)
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- [Unable to connect to the Redgate Client Service](#)

The number of activations for this serial number has been exceeded

This error message is displayed when a serial number is activated on more computers than the number of licenses that were purchased for that serial number.

When you purchase products from Redgate, we either send you an invoice that includes your serial numbers or direct you to your Redgate account on our [website](#) to manage your licenses. The serial numbers enable you to activate the software a number of times, depending on how many licenses you purchased and the terms in the [license agreement](#). You will see the above error message when this limit is reached.

To fix the problem, you can:

- [deactivate](#) the product on another computer to free up a license
- [purchase](#) more licenses
- [contact Redgate Support](#)

This serial number has been disabled

This error message is displayed when you try to activate a product using a serial number that Redgate has disabled.

When you upgrade a product, we may need to disable your existing serial numbers and issue new ones. You can review them at <http://www.red-gate.com/myserialnumbers>

Redgate will also disable serial numbers for non-payment of invoices or breach of the terms in the [license agreement](#). If you think we have disabled your serial numbers in error, email licensing@red-gate.com

This serial number was for a trial extension

This error message is displayed when you have requested a trial extension and you try to reuse the serial number that was provided for the trial extension; trial extensions can be used one time only.

To continue using the product, you need to [purchase it](#).

This serial number is not registered with the activation server

This error message is displayed when the serial number you entered does not exist on the Redgate activation server.

To find out your serial numbers, go to <http://www.red-gate.com/myserialnumbers>

This serial number is not for [product name]

This error message is displayed when the serial number you entered is not for the product you are trying to activate.

To find out your serial numbers, go to <http://www.red-gate.com/myserialnumbers>

This serial number is not for this version

This error message is displayed when the serial number you entered is for a different version of the product you are trying to activate.

If the serial number is for an older version of the product, and you don't have that version installed on your computer, you can download it from the Release notes and other versions page.

If you want to upgrade to the latest version of the product, email sales@red-gate.com.

The activation request is in the wrong format

This error message is displayed:

- if your internet connection does not allow SOAP requests.
Try using manual activation; on the error dialog box, click **Activate Manually**, and then follow the instructions that are displayed.
- if you are activating by email and there is a problem with the format of the activation request.
Check that you copied and pasted all of the activation request.
Alternatively, try using manual activation. Go to <http://www.red-gate.com/activate> and paste your activation request under **Step 1**.
- when you are using manual activation and there is a problem with the format of the activation request. If the format is incorrect, for example part of the request is missing, the Redgate activation server cannot process the request.
Check that you copied and pasted all of the activation request.

For more information about activating manually, see [Manual activation](#).

The activation request contains an invalid machine hash

This error message is displayed:

- if your internet connection does not allow SOAP requests.
Try using manual activation; on the error dialog box, click **Activate Manually**, and then follow the instructions that are displayed. For more information, see [Manual activation](#).
- when you are using manual activation and there is a problem with the format of the *machinehash* element in the activation request. The *machinehash* is a checksum of attributes from your computer. We use the *machinehash* to identify computers on which our products have been activated. If the format of the *machinehash* element is incorrect, the Redgate activation server cannot process the request.
Check that you copied and pasted the activation request correctly.

The activation request contains an invalid session

This error message is displayed:

- if your internet connection does not allow SOAP requests.
Try using manual activation; on the error dialog box, click **Activate Manually**, and then follow the instructions that are displayed. For more information, see [Manual activation](#).
- when you are using manual activation and there is a problem with the format of the activation request. If the format of the *session* element is incorrect, the Redgate activation server cannot process the request.
Check that you copied and pasted the activation request correctly.

The activation request contains an invalid serial number

This error message is displayed:

- if your internet connection does not allow SOAP requests.
Try using manual activation; on the error dialog box, click **Activate Manually**, and then follow the instructions that are displayed. For more information, see [Manual activation](#).
- when you are using manual activation and there is a problem with the format of the activation request. If the format of the serial number is incorrect, the Redgate activation server cannot process the request.
Check that you copied and pasted the activation request correctly.

The activation request contains an invalid product code or version number

This error message is displayed:

- if your internet connection does not allow SOAP requests.
Try using manual activation; on the error dialog box, click **Activate Manually**, and then follow the instructions that are displayed. For more information, see [Manual activation](#).
- when you are using manual activation and there is a problem with the format of the activation request. If the product code or version numbers are incorrect, the Redgate activation server cannot process the request. Check that you copied and pasted the activation request correctly.

There's a problem deactivating your serial number

This error message is displayed if your computer is not connected to the internet or your internet connection does not allow SOAP requests. You cannot deactivate a serial number if your computer does not have an internet connection.

Try deactivating again later. If the problem persists, contact your system administrator.

If you can't deactivate a serial number, please [contact Redgate Support](#).

This serial number is not activated on this computer

This error message is displayed when you try to deactivate a serial number that has not been activated on your computer.

If you think the product installation on your computer is corrupt, you can try re-activating the product, and then deactivating the product again.

If you can't deactivate a serial number, please [contact Redgate Support](#).

Products not activated on this computer

This error message is displayed when you try to deactivate a serial number for a bundle of Redgate products and those products were not activated on your computer.

If you think the product installation on your computer is corrupt, you can try re-activating the product, and then deactivating the product again.

If you can't deactivate a serial number, please [contact Redgate Support](#).

Unable to connect to the Redgate Client Service

This error message is displayed if the Redgate Client Service is stopped or unavailable.

The service is used for activating and deactivating Redgate products on your computer.

To restart the Redgate Client Service open your Services console (Control Panel > System and Security > Administrative Tools > Services), select Redgate Client in the list of services and click Start.

If this doesn't resolve your problem, [contact Redgate Support](#) with the Redgate Client logs which can be found in C:\ProgramData\Red Gate\Shared Client\Log.