

## Serial Number Invalid

### **Error: Serial number is invalid**

#### **Explanation:**

1. The wrong program or version of the program is installed. Sometimes this error is encountered when attempting to activate an older version of the software with a serial number intended for a more recent version.

You can download the correct software from the [Replacement Software Download Page](#).

2. Serial number was mistyped. Please try typing it again or copy and paste the serial number from the original GlobalSCAPE e-mail. If needed, you can have your serial number e-mailed to you again from the [Lost Serial Number Page](#).

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10122/Serial-Number-Invalid>