

Registration and Activation: I get the message "Key Already activated elsewhere or the key does not belong to this computer!"?

"Key Already activated elsewhere or the key does not belong to this computer!"?

Scenario 1: You have a SOHO product installed with a single user license key.

You might get this message in the below cases.

1. The key is already activated by you or someone else on some other computer.

Solution: If you are trying to enter this key for the very first time and you get this message, please contact the eScan Technical Support Department.

2. You have changed the machine to a new machine, reformatted the machine or changed any hardware from your machine

Solution: In this case you are requested to provide us the registration details from the machine you are getting this message.

Please check the below link to generate the registration details.

http://www.escanav.com/english/content/products/generic_eScan/knowhowto_registerproduct_Email.asp

We will check the activation details sent by you and will assist you accordingly. It would be wise to write in the email if you have changed the machine to a new machine, reformatted the machine or changed any hardware from your machine.

Scenario 2: You have a SOHO product installed with a multiple user (3 users, 5 users) license key.

You might get this message in the below cases.

1. The key is already activated by you or someone else on some other computer or the activation limit for the license key is exceeded.

Solution: If you are trying to enter this key for the very first time and you get this message, please contact the eScan Technical Support Department.

2. You have changed the machine to a new machine, reformatted the machine or changed any hardware from your machine

Solution: As you have multiple user license key, you might have other machines working with the same license key. In this case you are requested to provide us the activation codes from the machines that are currently working with the same license key.

Registration and Activation: I get the message "Key Already activated elsewhere or the key does not belong to this computer!"?

Also provide us the registration details from the machine you are getting this message.

Please check the below link to generate the registration details.

http://www.escanav.com/english/content/products/generic_eScan/knowhowto_registerproduct_Email.asp

We will check the activation details sent by you and will assist you accordingly. It would be wise to write in the email if you have changed the machine to a new machine, reformatted the machine or changed any hardware from your machine.

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