

General Knowledgebase Articles

"A valid license could not be obtained" error when attempting to activate product

If you receive "A valid license could not be obtained" error when attempting to activate any product, you might need to delete the license files manually from the computer and re-attempt activation. Please follow the steps below:

- Close the application which is using the product, such as Act or Outlook.
- Download the reset license script from: <https://act4work.com/files/Scripts/ResetLicenses.bat>
- Right click the script, and click **Run As Administrator**
- When prompted, enter **Y** to confirm.
- When completed, close the script, and re-open the app and attempt activation again.

Attached files:

Unique solution ID: #1016

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