

FAQ for Creative Software License Activation

Keywords / Key Phrases: faq, software activation, license, activation

Summary

- ✓ To get the best experience from your Creative audio product, you may be required to activate the license for additional software features online.
- ✓ This article will discuss how to resolve issues that you may encounter during the activation process.

To start the Software License Activation process, launch the application by clicking its icon on the desktop, or clicking **Start -> Programs or All Programs -> Creative -> Product**.

1. "An error occurred while attempting to connect to the internet (8000)."

This error occurs when the Software License Activation application is unable to connect to the Internet.

To resolve this problem:

1. Ensure that the computer you are activating the license on has a working Internet connection.
2. If you are connecting to the Internet behind a corporate network, see **Connecting to the Internet through a corporate network** section.
3. Check if you have any 3rd party firewalls enabled and if they are blocking the Software License Activation application from connecting to the Internet. You may need to grant access to the application or disable your firewall temporarily until you have completed the activation process, see **3rd party firewall security alerts during activation process** section.
4. If your computer is connected to a router via Wi-Fi, bypass the router and connect your computer directly to your modem or internet source via LAN connection (network cable). Enable your computer's LAN connection and turn off its Wi-Fi. This is to isolate whether the router's firewall is causing the problem.

2. "An error occurred while attempting to connect to the internet (2)."

This error occurs when some critical files are missing or corrupted.

To resolve this problem:

1. Uninstall the existing software for your product by clicking on **Start -> Control Panel -> Add or Remove Programs/Uninstall a program**.
2. Select the entry for your product and click the **Remove** button.
3. Reinstall the software and activate the license again.

3. Error obtaining a valid Activation Key

The message "**An error occurred while trying to obtain a valid Activation Key from the internet (6)**" occurs when the activation process takes too long and the session has timed-out.

To resolve this problem:

1. When you start the activation process, you have one hour to complete it. It is advisable to use a broadband connection if available.
2. The network might be too busy at the moment, try activating the license at a later time.

4. Revocation Information is not available

The message "**Revocation information for the security certificate for this site is not available. Do you want to proceed?**" occurs when your web browser may not have the latest updates, or its proxy settings are not correct.



To resolve this problem:

1. Check if your web browser needs any update.

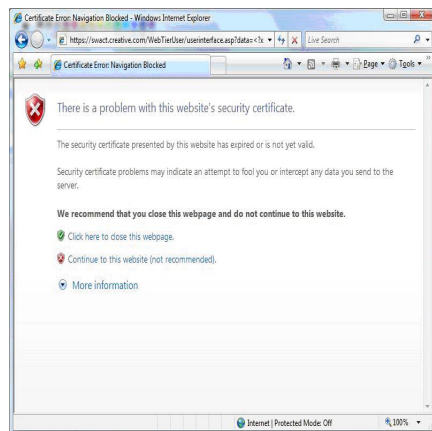
If you are using Internet Explorer, you can search for updates at the Microsoft Windows Update website by clicking on **Tools -> Windows Update**.



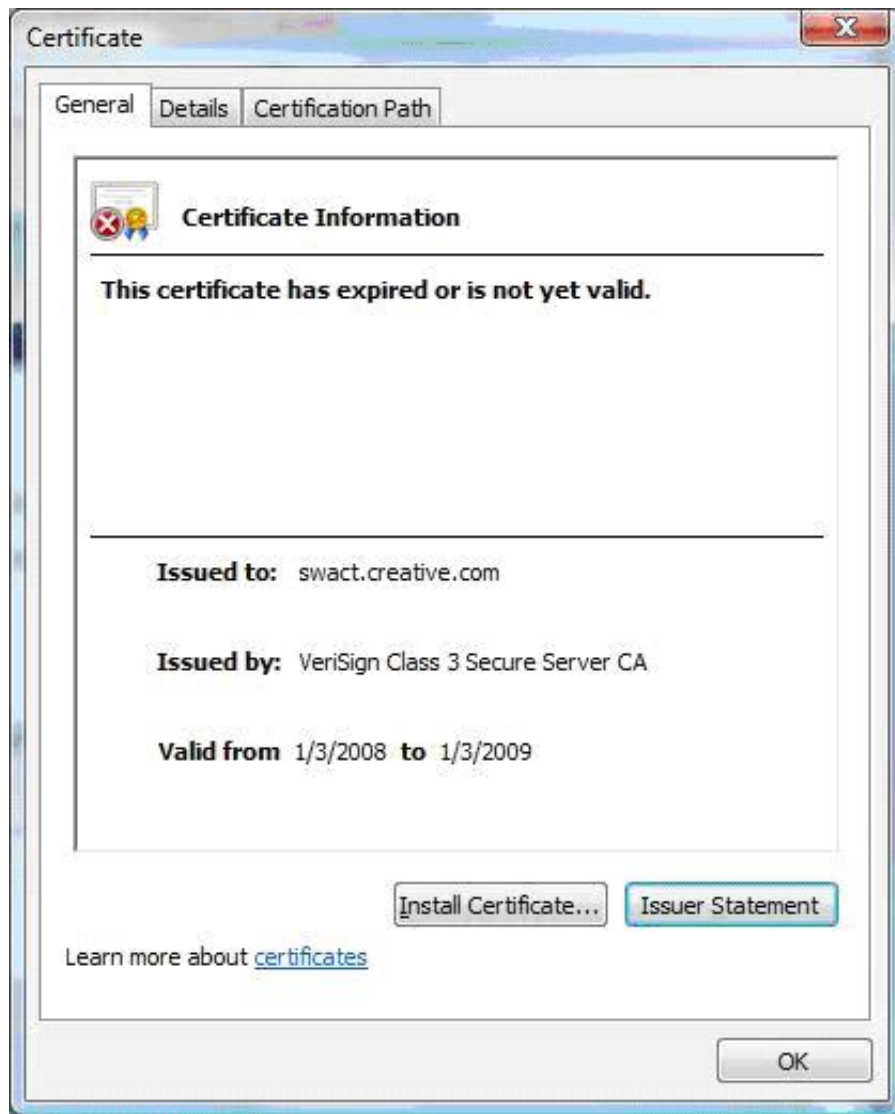
2. Contact your network system administrator or ISP to determine the correct proxy settings for your web browser.

5. Expired or Invalid Security Certificate

The message **"The security certificate presented by this website has expired or is not yet valid."** occurs when your system's date and time settings do not match the validity period of the security certificate.



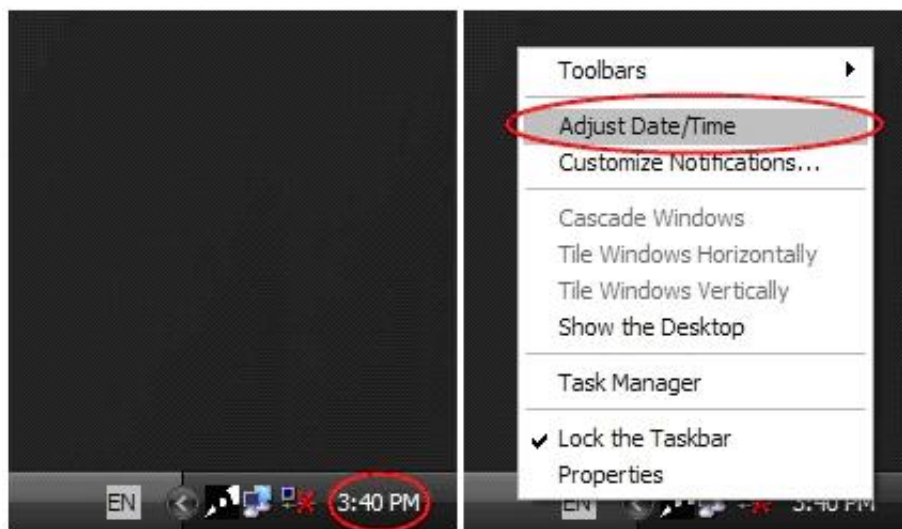
[Click to enlarge](#)



To resolve this problem:

1. Ensure that your system's date and time are set correctly.

To change the settings, right-click the clock on your Windows Taskbar and select **Adjust Date/Time**.



6. 3rd party firewall security alerts during activation process

This occurs when your 3rd party firewall detects that the Software License Activation application is trying to access the Internet and prompts one or more messages. The following example is for ZoneAlarm Firewall, if you are using a different firewall, refer to its documentation.



[Click to enlarge](#)

To resolve this problem:

1. Click **Allow** to grant the application access to the Internet to complete the activation process.

7. Connecting to the Internet through a corporate network

This may occur if you are using a corporate/office network to connect to the Internet. Select the **"Remember my password"** checkbox and enter your User Name and Password to store this information on your computer and prevent this dialog box from appearing again. If you are still having this problem, contact your network system administrator for assistance.



[Click to enlarge](#)

8. "Invalid Activation Keys"

You may encounter one of the following messages related to this issue:

1. **Error: Unable to process this request. Please check the activation key. (1209)**
2. **You have entered an invalid Activation Key. Please re-enter the Activation Key carefully.**

This may occur if the Activation Key is not entered correctly. Please read your code carefully and ensure that the Activation Key is entered exactly as it appears. The following letters and numbers can look very similar:

- The letter A and the letter H
- The letter B and the number 8
- The letter D and the number 0
- The letter E and the number 3
- The letter G and the number 6
- The letter H and the letter W
- The letter J and the number 1
- The letter M and the letter N
- The letter O and the number 0
- The letter P and the letter F
- The letter Q and the letter O
- The letter Q and the number 0
- The letter S and the number 5
- The letter S and the number 8
- The letter V and the letter U
- The letter Z and the number 2

9. Is the 3rd character in the activation key a zero or the letter 'o'?

Please key in a **numeric zero** for the activation key

10. Should I include the "-" symbol when I input the activation key?

Yes, you need to include "-" in the activation key.

11. Is there a limit to the number of times I can re-install the software.

Yes. You may use the activation key to re-install the software up to a maximum of 3 times only.

12. Is there a way I can install the software offline with the activation key?

In an ongoing effort to reduce software piracy and ensure Creative's customers receive

the product quality they have come to expect, Product Activation Technology is included into the purchased software. As such, it cannot be installed offline without activation.

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