License Activation pop up window does not open

Last Modified on 05/20/2025 9:06 am EDT

Symptom

When trying to activate a license by phone using License Administration, the License Activation popup window does not open.

To duplicate the issue:

- 1. Open License Administration.
- 2. Load the license.
- 3. Click [Activate by Phone].
- 4. The License Activation pop-up window does not open.

Resolution

In Chrome:

1. Select the Customize and control Google Chrome button

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- in the Chrome window, and then select Settings.
- 2. Select Privacy and security.
- 3. Select **Site settings**.
- 4. Under Pop-ups and redirects, set Default behavior to Sites can send pop-ups and use redirects.

Applies To

OnGuard (All versions)

Additional Information