

License Activation pop up window does not open

Last Modified on 07/07/2023 8:23 am EDT

Symptom

When trying to activate a license by phone using License Administration, the License Activation pop-up 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
