

# License Authenticity

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## Symptom

The following error may occur when attempting to activate a license:

"The authenticity of the license was unable to be verified. Please have your administrator make sure that the license for this application has not been tampered with."

## Resolution

This message typically appears when the license was sent via email, but was not zipped.

This message can also appear when an anti-virus application scans the .lic file.

To resolve this issue, ask SIG or TSG to email a new license file.

## Applies To

OnGuard (All versions)

## Additional Information

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