License Authenticity

Last Modified on 05/20/2025 9:47 am EDT

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