

# "License violation. 97697FDC-E7F1-40A1-B767-EBCE557A853C is not licensed for use with Open Access." message appears when logging into OnGuard WATCH

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- **Symptom**

This error message indicates that the OnGuard license file does not have the Open Access "OnGuard WATCH" feature set to `true`.

- **Resolution**

Request an updated OnGuard license file.

- **Applies To**

OnGuard WATCH

- **Additional Information**

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