

## "Bad license" message

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### Keywords

Serenji, bad, license

### Symptom (public)

An attempt to start Serenji results in a 'Bad license' message.

### Problem (public)

Your Activation Key is invalid or missing.

For example, one cause of an invalid Activation Key is a change to the PC's Windows machine name.

### Solution (public)

Dismiss the 'Bad license' alert to get the 'About Serenji' dialog. There, click on the Register button:

The 'Register Serenji' dialog opens. Highlight the contents of the central textarea, then copy this to your clipboard using Control+C or the right-click context menu:

Paste the lines of text into an email to [admin@georgejames.com](mailto:admin@georgejames.com), telling us that you need a new key as a result of changes to your PC. Also tell us your Serenji License Number if known.

We will reply with a new Activation Key for you to paste into the lower field of the 'Register Serenji' dialog. Once this is done, click OK and your Serenji should start normally.