



# Why is my Serial Number not being accepted?

- The Serial Number cannot be applied! The Activation Key could not be read
- The entered number is not a valid Serial Number for PATGuard 2
- The entered Serial Number does not seem to be correct. Please check it.
- The Serial Number cannot be applied: This Activation Key was already used. Request a new license key
- The Activation Key cannot be applied: This Activation Key was already used. Request a new license key

Ensure the Serial Number is being entered into the correct field. If you have the "Enter Unlock Key" window select the "Back" button to start the activation process again.

Also ensure all characters are entered correctly including the dashes (-).

Here are some examples of some of the characters:

These are examples of a capital letter I	-	I	I
These are examples of a lower case letter L	-	l	l
These are examples of a number one	-	1	1
These are examples of a capital letter O	-	O	O
These are examples of a lower case letter o	-	o	o
These are examples of a number zero	-	0	0

If you require more help, please contact us at <https://www.seaward.com/gb/enquire/>.