Not Successful Activation Process: Most Common Errors

Error 1: Activation String checking Failed! Please contact Your Reseller

You have just bought your activation

Please update your card using Updater.exe

You can find it in the folder with corresponding Octoplus software installed.
Example: Octoplus LG Activation → Octoplus LG software folder

➤ Update with the ☑ "I have an activation string" option checked.

Important! Do not type your code! Use copy (Ctrl+C) and paste (Ctrl+V) hot keys instead.
If you submitted the correct activation code, and activation process was not successful, please submit your order number and box serial number to **techsupport@gsmserver.com**.

You used this activation on your box before

Please check if your smart card <u>is recognized</u> in the Windows Device Manager.

Smart card is recognized:

➤ Update your smart card once more with ☐ "I have an activation string" option unchecked.

Smart card is not recognized:

➤ Contact **techsupport@gsmserver.com** for further instructions and help.

Error 2: The product is not activated on the current card

Your box/dongle is new and you have never used it before

Please check if your smart card is recognized in the Windows Device Manager.
If you can find your smart card in the Device Manager, try updating the smart card firmware using Updater.exe.

You can find it in the folder with corresponding Octoplus software installed.
Example: Octoplus LG Activation → Octoplus LG software folder

➤ Update with ☐ "I have an activation string" option unchecked.

If it didn`t help, please submit your order number and box serial number to **techsupport@gsmserver.com**

You used your box/dongle before

Reinstall the drivers and update smart card firmware using Update.exe

➤ Update with ☐ "I have an activation string" option unchecked.

If it didn`t help, please submit your order number, box serial number and screenshot showing how Device Manager recognizes your box to **techsupport@gsmserver.com**