

Invalid Credentials Error During Installation

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Error Message:

Invalid credentials were supplied. Please verify the Serial Number and Authentication Code before continuing.

This error is typically caused by mistyping the serial number or authentication code. Verify what you have entered matches the credentials you were given exactly. Note that we do not use ANY 'O's (letter O) in either of these credentials so anything that looks like an O is a zero (0).

If after checking your information you still have a problem, make a screen print of the screen containing the codes, then attach it to an email to Support@gravic.com for additional help.

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