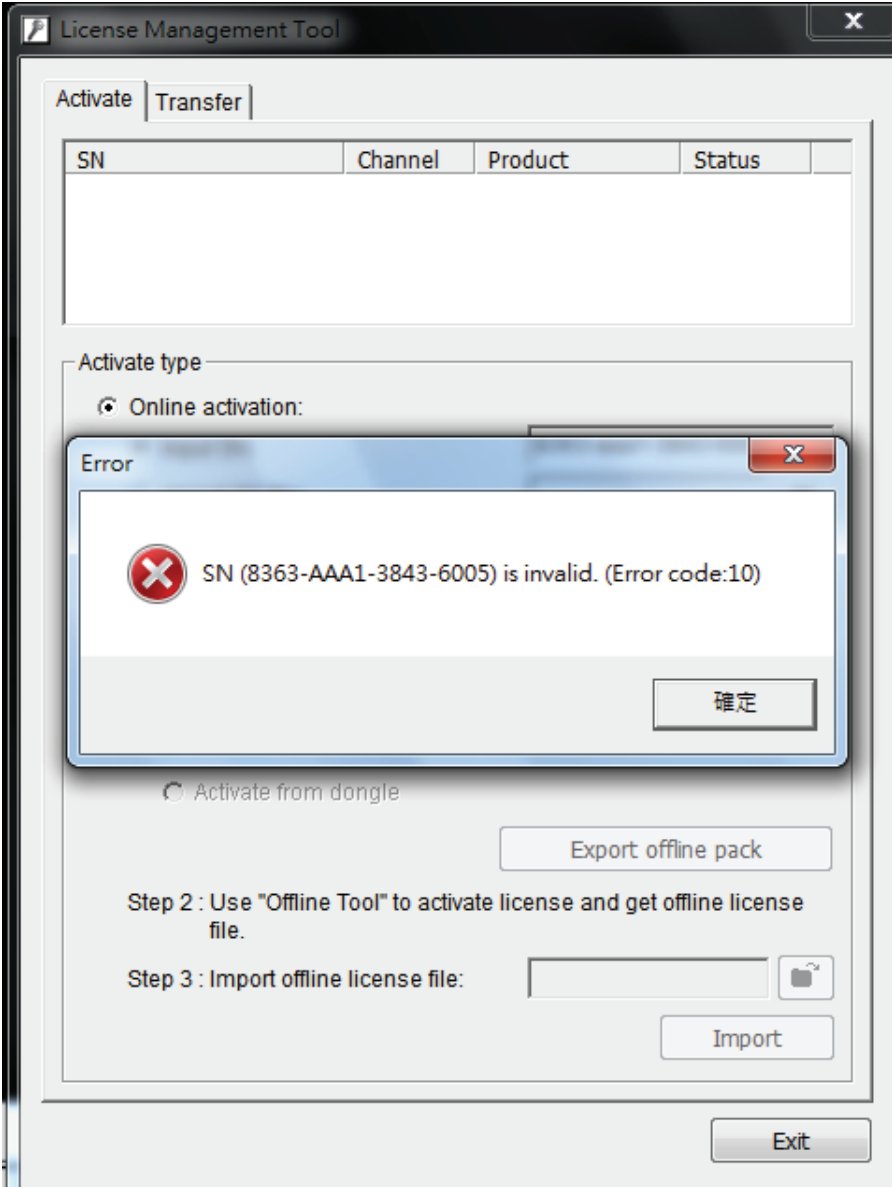


Error Code	<p>Error code:10 SN (Serial number) is invalid.</p>
Causes	<p>Cannot find SN (Serial number) in server's database / it does not exist or it has been deleted.</p>
Solution	<p>Please check SN (Serial Number) and type it properly again. If you have any problem, please contact us at customer-service@inscapedata.com</p>
Snapshot	 <p>The screenshot shows the 'License Management Tool' interface. It has two tabs: 'Activate' and 'Transfer'. Below the tabs is a table with columns: SN, Channel, Product, and Status. The table is currently empty. Underneath the table, there is a section for 'Activate type' with two radio buttons: 'Online activation:' (which is selected) and 'Activate from dongle'. An error dialog box is overlaid on the 'Online activation' section, displaying a red 'X' icon and the text: 'SN (8363-AAA1-3843-6005) is invalid. (Error code:10)'. The dialog box has a '確定' (OK) button. Below the error dialog, there is an 'Export offline pack' button, followed by instructions: 'Step 2 : Use "Offline Tool" to activate license and get offline license file.' and 'Step 3 : Import offline license file:'. There is an empty text input field and a file selection icon next to it, followed by an 'Import' button. At the bottom right of the tool window is an 'Exit' button.</p>