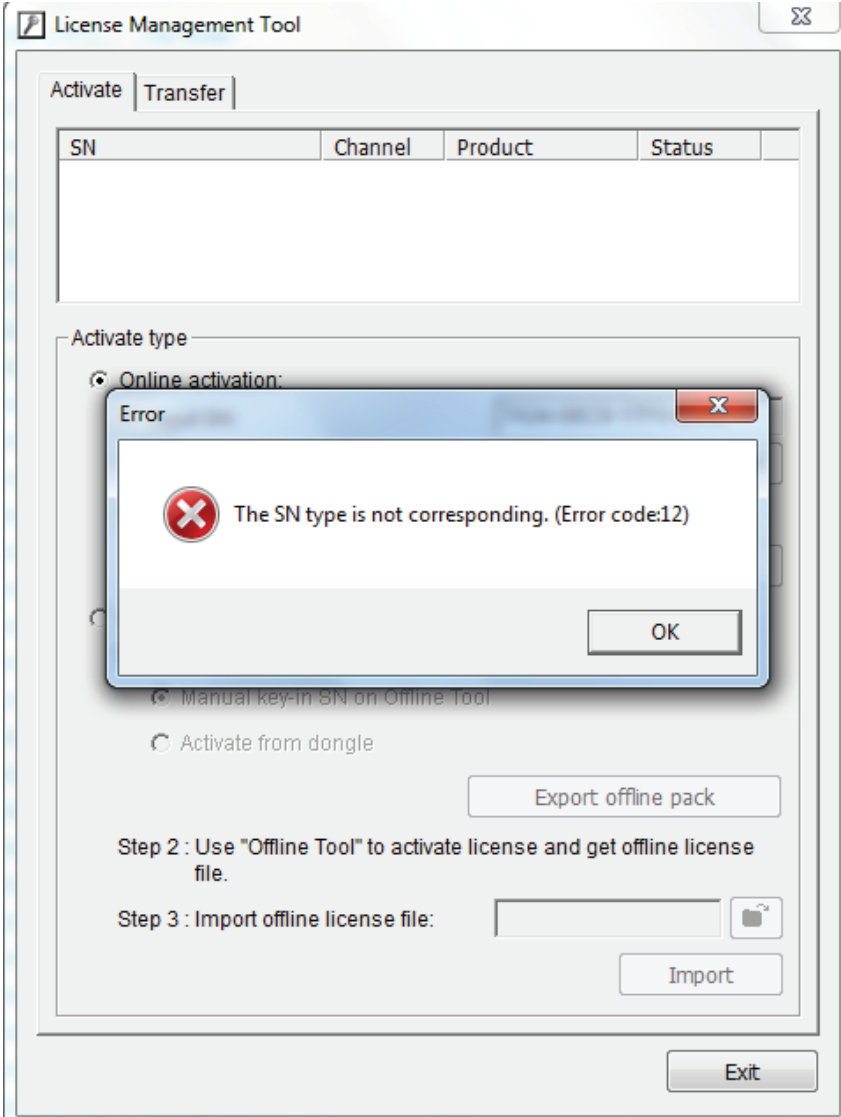


<p>Error Code</p>	<p>Error code:12 The SN (Serial number) type is not corresponding.</p>
<p>Causes</p>	<p>The SN (Serial number) is unavailable with this System cause the SN (Serial number) and NUUO products is not the same product or types the wrong numbers, letters or symbols.</p>
<p>Solution</p>	<p>1) Please make sure your license is for right product such as CMS or IP+. 2) If your License is xxxxxxxxxxxx, please upgrade your Main Console to version above 3.5.10 first. 3) If you have any problem, please contact us at customer-service@inscapedata.com</p>
<p>Note</p>	<p>If you use SCB-C31A, please find the INSCAPE DATA License Card in the box, and find the POS-License on the card.</p>
<p>Snapshot</p>	 <p>The screenshot displays the 'License Management Tool' interface. At the top, there are tabs for 'Activate' and 'Transfer'. Below these is a table with columns for 'SN', 'Channel', 'Product', and 'Status'. The 'Activate type' section has three radio button options: 'Online activation:' (which is selected), 'Manual key-in SN on Offline Tool', and 'Activate from dongle'. An error dialog box is overlaid on the interface, featuring a red 'X' icon and the text 'The SN type is not corresponding. (Error code:12)'. Below the dialog box, there are buttons for 'Export offline pack', 'Import', and 'Exit'. The 'Import' button is positioned next to a text input field labeled 'Step 3 : Import offline license file:'. Below the 'Import' button, there are instructions: 'Step 2 : Use "Offline Tool" to activate license and get offline license file.'</p>