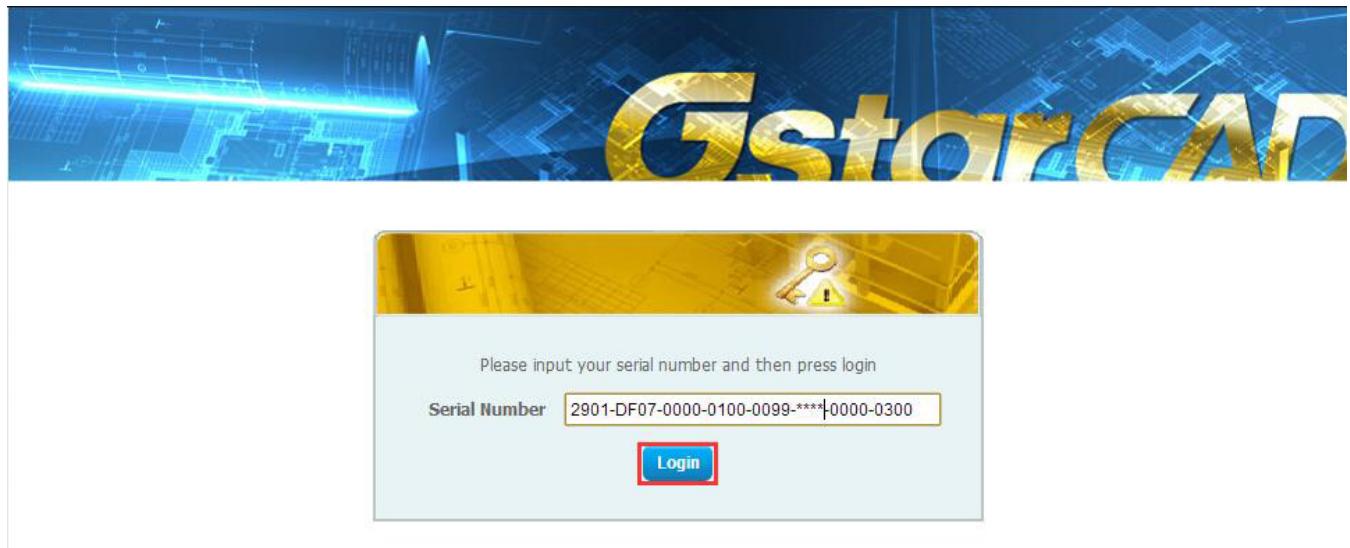


GstarCAD license portal self service deactivate

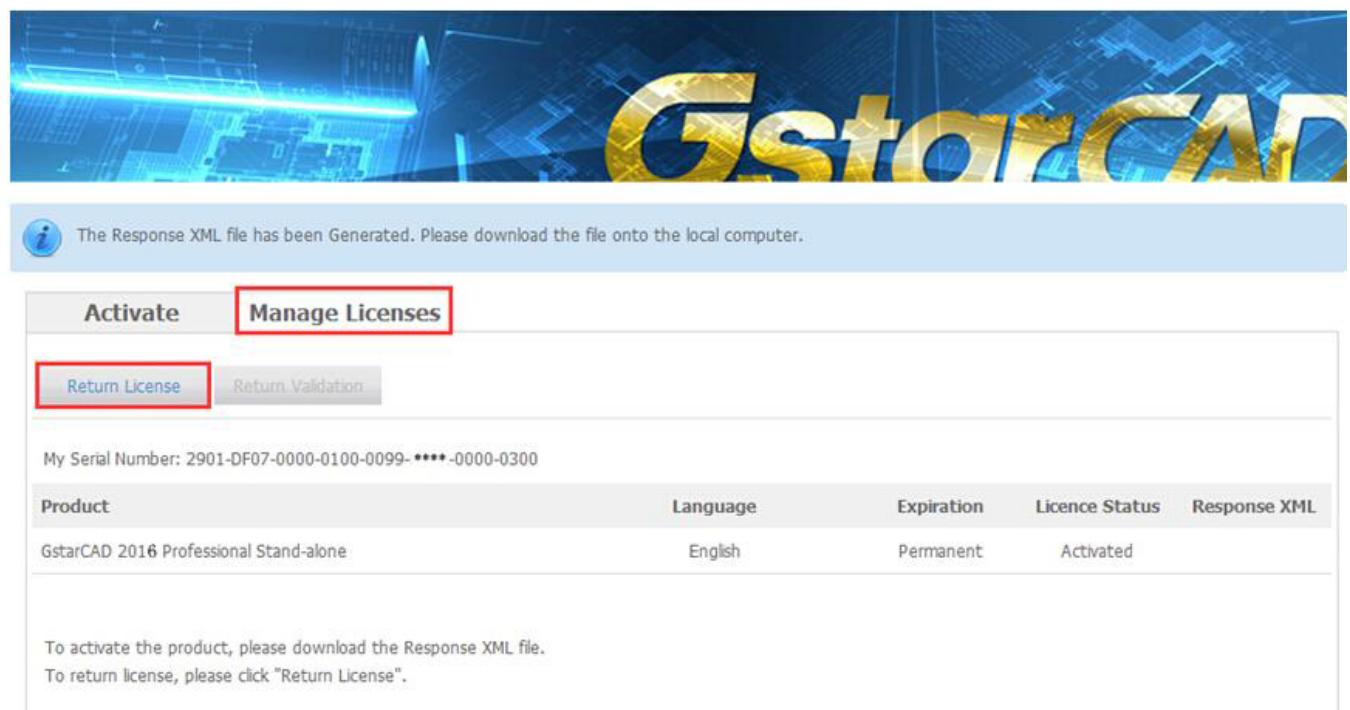
1145 kbadmin June 30, 2021 [Activate / Deactivate](#) 0 10262

Go to another computer with internet connection and use the Return File to acquire a Response File via self service portal.

Log in the GstarCAD online service center (“<https://support.gstarcad.net/flexnet/login.html>”) by the computer with internet connection. Input the Serial Number and click the “Login” button to continue.



Select Manage Licenses and click the “Return License” button to continue.



Click the “Choose File” button to select the Return File you have saved and click the “Submit” button to continue.



Return License

Current License: 2901-DF07-0000-0100-0099- ****-0000-0300

Request XML file 2901-DF07-0000-0100-0099- **** -0000-0300-return.xml

Generate the trusted return request as a XML file on the client machine. Load that file here.

Locate file and click Submit.

Click the “Download” button and save Response XML File to the location which you have chosen.



Download Response XML File

To return license, please download the Response XML file.

Click [here](#) to return home.

Take the Response XML File back to your computer and continue. In the Return dialog box, please click the “Browse” button to select the Response file you have just saved and click the “Process” button.

Online URL: <https://www.kb2.gstarcad.com.my/article.php?id=1145>