

GstarCAD license portal self service deactivate

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

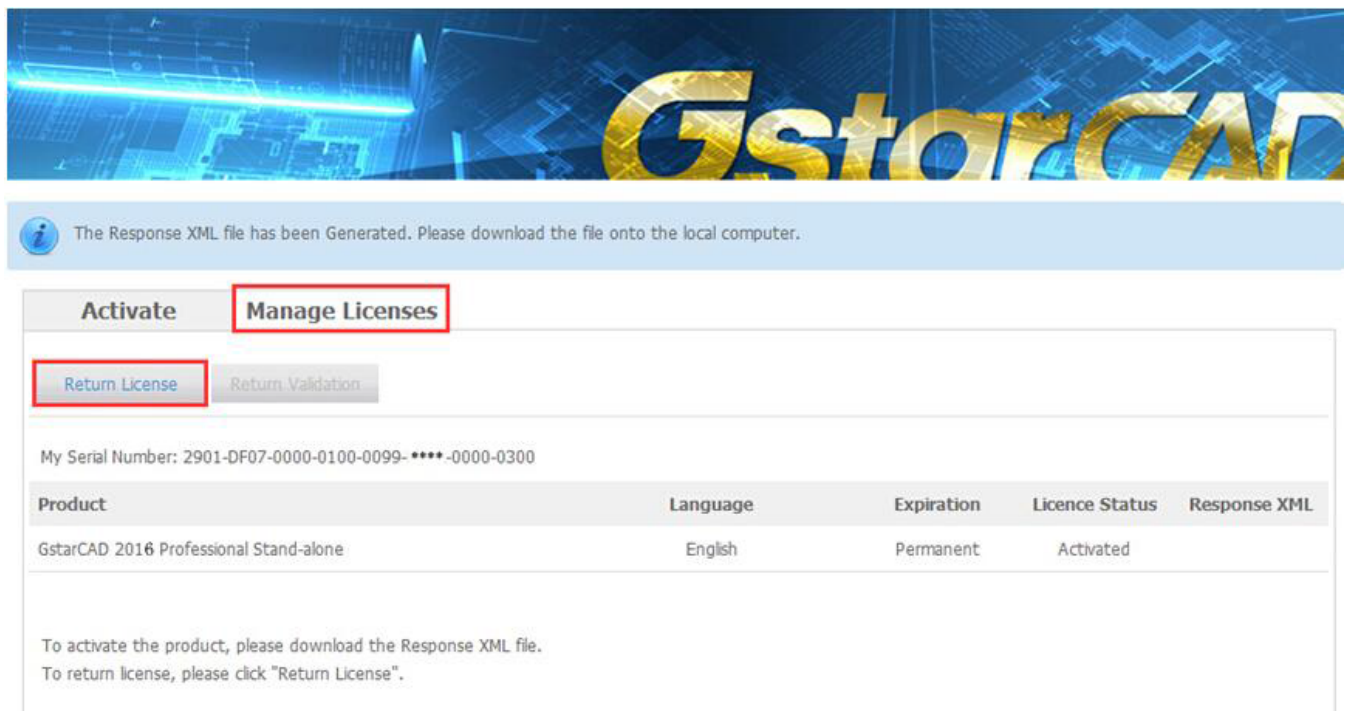
Go to another computer with internet connection and use the Return File to acquire a Response File via self service portal.

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.



The image shows the GstarCAD login interface. At the top is a blue banner with the GstarCAD logo in gold. Below the banner is a login form with a yellow header bar containing a key icon. The form contains the text "Please input your serial number and then press login". Below this is a label "Serial Number" followed by a text input field containing the serial number "2901-DF07-0000-0100-0099-****-0000-0300". At the bottom of the form is a blue "Login" button.

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




The image shows the GstarCAD Manage Licenses page. At the top is a blue banner with the GstarCAD logo in gold. Below the banner is a light blue message bar with an information icon and the text "The Response XML file has been Generated. Please download the file onto the local computer." Below the message bar are two tabs: "Activate" and "Manage Licenses". The "Manage Licenses" tab is selected and highlighted with a red box. Below the tabs are two buttons: "Return License" and "Return Validation". The "Return License" button is highlighted with a red box. Below the buttons is the text "My Serial Number: 2901-DF07-0000-0100-0099-****-0000-0300". Below this is a table with the following data:

Product	Language	Expiration	Licence Status	Response XML
GstarCAD 2016 Professional Stand-alone	English	Permanent	Activated	

Below the table is the text "To activate the product, please download the Response XML file. To return license, please click "Return License"."

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>