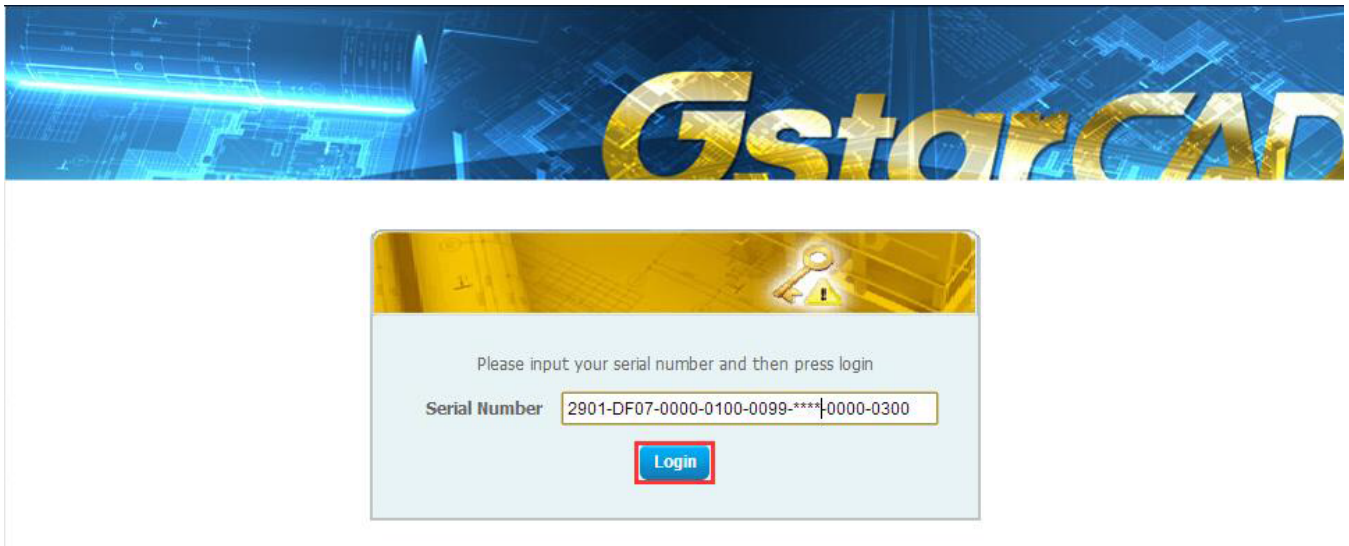


GstarCAD license portal self service deactivate

1145 GstarCAD Malaysia June 30, 2021 [Activate / Deactivate](#) 0 8451

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

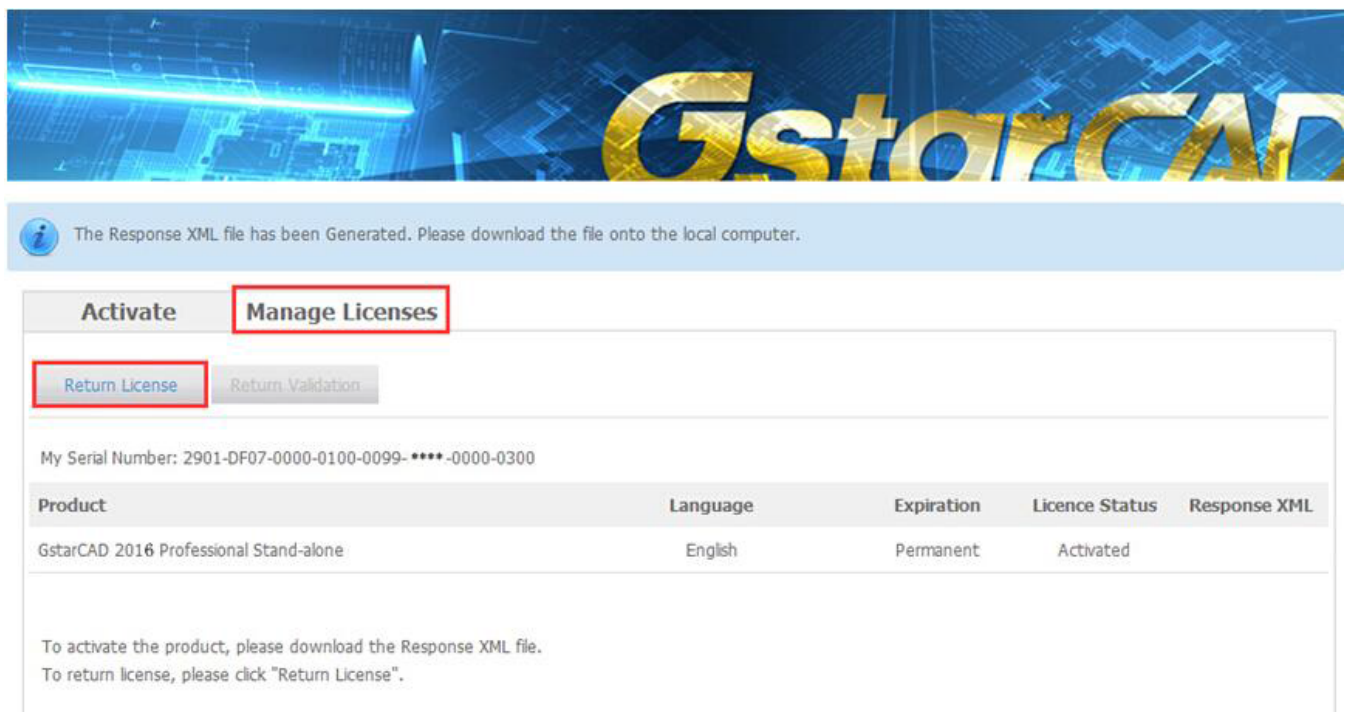
Log in the GstarCAD online service center (“https://support.gstarcad.net/flexnet/login.html”) by the computer with internet connection. Input the Serial Number and click the “Login” button to continue.

The image shows the GstarCAD login page. At the top is a blue banner with the GstarCAD logo in gold. Below the banner is a login form with a yellow header containing a key icon. The form asks the user to input their serial number and press login. The serial number field contains the text "2901-DF07-0000-0100-0099-****-0000-0300". A red box highlights the "Login" button.

Please input your serial number and then press login

Serial Number

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 stating: "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. Under the "Manage Licenses" tab are two buttons: "Return License" (highlighted with a red box) and "Return Validation". Below the buttons, the text "My Serial Number: 2901-DF07-0000-0100-0099- ****-0000-0300" is displayed. Below this is a table with the following data:


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

At the bottom of the page, there is a text box with the following instructions:

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.gstarcad.com.my/knowledge/article/gstarcad-license-portal-self-service-deactivate-1145.html>