

# Error "Licensing for this product has expired" | CS4, CS5

885 Administrator Wed, Apr 3, 2019 [Computer Graphics](#) 0 4365

## Issue

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When you attempt to start (launch) a Creative Suite 4 (CS4) or Creative Suite 5 (CS5) application, you receive the error "Licensing for this product has expired", "The serial number you used to activate this product has expired", or "Invalid serial number. The serial number appears to be invalid".

This can occur after the application has already been running successfully for some time, or when you start it for the first time.

## Reason

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There are three situations that can cause this error:

- With Creative Suite 4 (CS4) and Creative Suite 5 (CS5), the serial number is stored in a file on the hard drive. If the serial number is corrupted or deleted, you will receive this error. This can occur when you request a new serial number from Adobe Customer Service.

## Solutions

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### **Solution 1 (CS5): Enter a new serial number when prompted.**

If licensing has expired for a CS5 application, the application will prompt you to enter a new serial number. When prompted for the serial number, enter the number from your purchased product.

### **Solution 2: Turn the system clock back, start your application, and erase the stored expiring serial number.**

1. Set the system clock back to January 1, 2006, in Windows or the affected Creative Suite application. When prompted for the serial number, enter the number from your purchased product.

