Customer Troubleshooting

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Product is not in My Products

Check that:

- The purchase or grant completed successfully.
- The license is active.
- You are signed into the correct Nord Forge account.

Resource says server is not registered

Add the server's `sv_licenseKey` in **Forge → Servers**.

Then confirm:

```
setr nord_license "FG-XXXX-XXXX-XXXX-XXXX"
setr nord_keymaster "cfxk_xxxxxxxxxxxxxxxx"
sv_licenseKey "cfxk_xxxxxxxxxxxxxxxx"
```

New server after migration

Register the new `cfxk_` value in Nord Forge before starting protected resources.

Remove the old server if you no longer need it.

Server limit reached

Remove an old/unused registered server or contact the Forge administrator if the configured platform limit needs to change.

Product license revoked or suspended

Contact the product workspace/developer. Server registration does not override an inactive product license.

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