

[V7] ISSUE: Building customized installers is prohibited by this license (Cannot build custom installer via AhsayCBS)

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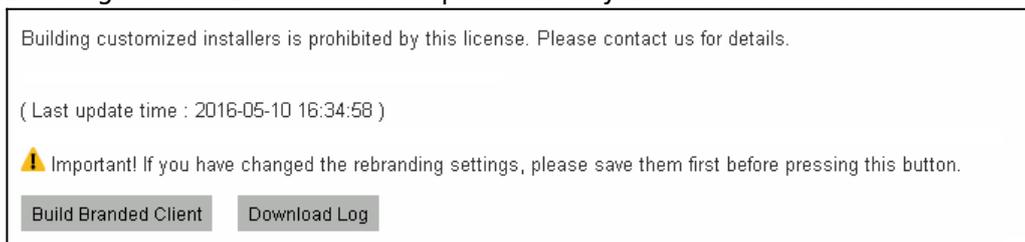
Product Version:
AhsayCBS: 7.5.0.0 to 7.x
OS: All platforms

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Problem Description

When building a branded installer on the AhsayCBS console, the following error message is displayed:

Building customized installers is prohibited by this license. Please contact us for details.



Cause

This issue can occur if:

- [Rebranding Option](#) is not purchased for the AhsayCBS license
- [Support Maintenance Plan](#) for the AhsayCBS license has expired

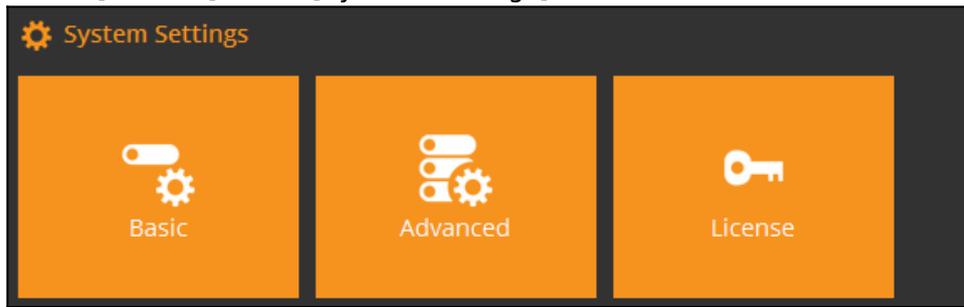
Resolution

In order to build your own customized software installer on the AhsayCBS console, the license applied on the server must have [Rebranding Option](#) enabled, and the license must be under a valid [Support Maintenance Plan](#) .

Visit our website at <https://shop.ahsay.com> or contact our [Sales Representatives](#) to purchase the [Rebranding Option](#) or to renew the [Support Maintenance Plan](#)

Note: To check on the maintenance expiry date of your license, login to the AhsayCBS console:

1. Select [License] under [System Settings]:



2. Scroll down to the bottom of the page to check on the [Maintenance Expiry Date].

Keywords

upload, branding, custom, customize, customization, rebrand

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