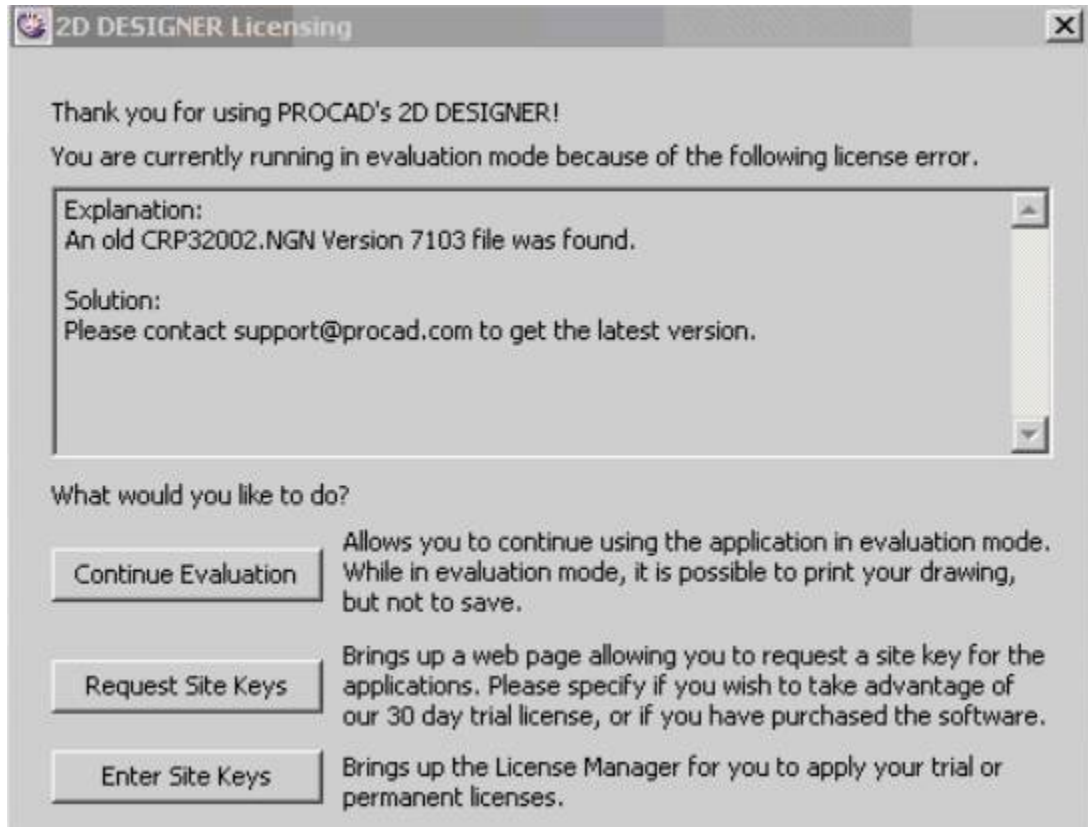
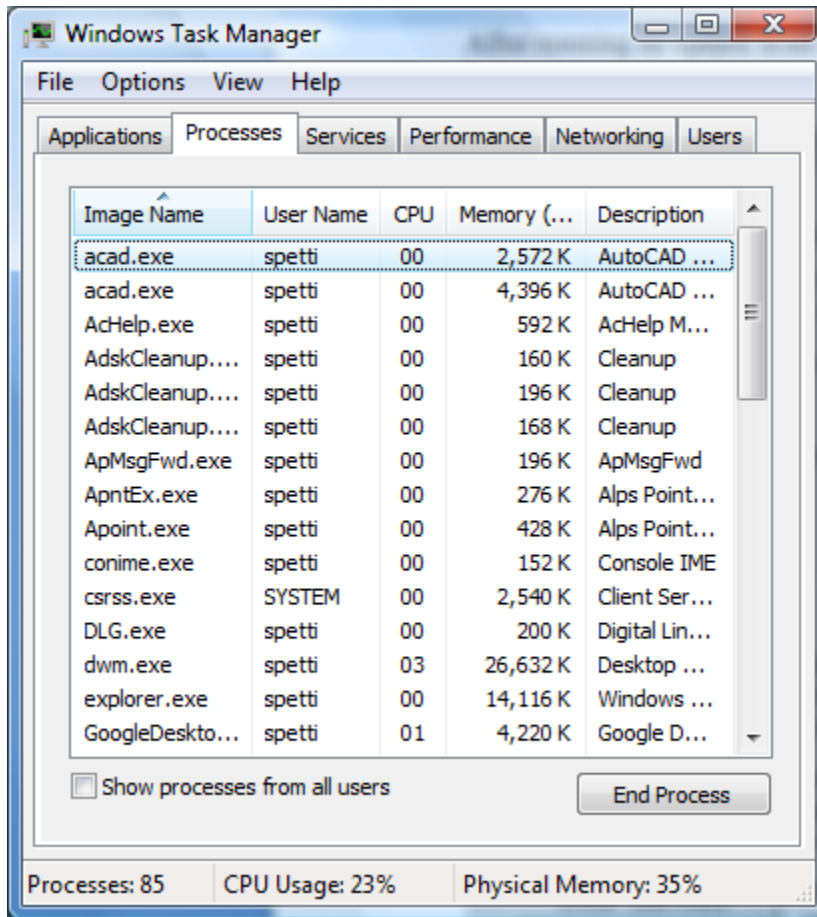


User is Receiving License Error Indicating Old NGN File Found

After running an update from the PROCAD website, the user is receiving the message shown in the image below:



This message indicates that during the update procedure, the crp32002.ngn process was running. Stop this process by opening the Task Manager, going to the Processes tab, and deleting all instances of the crp32002.ngn process. Then rerun the update.



For network licenses, this message will also appear if the workstation files have been updated and the server where the licenses are located has not been updated.