

## How to resolve a watermark issue?

There are many reasons for getting watermarks on DRM content.

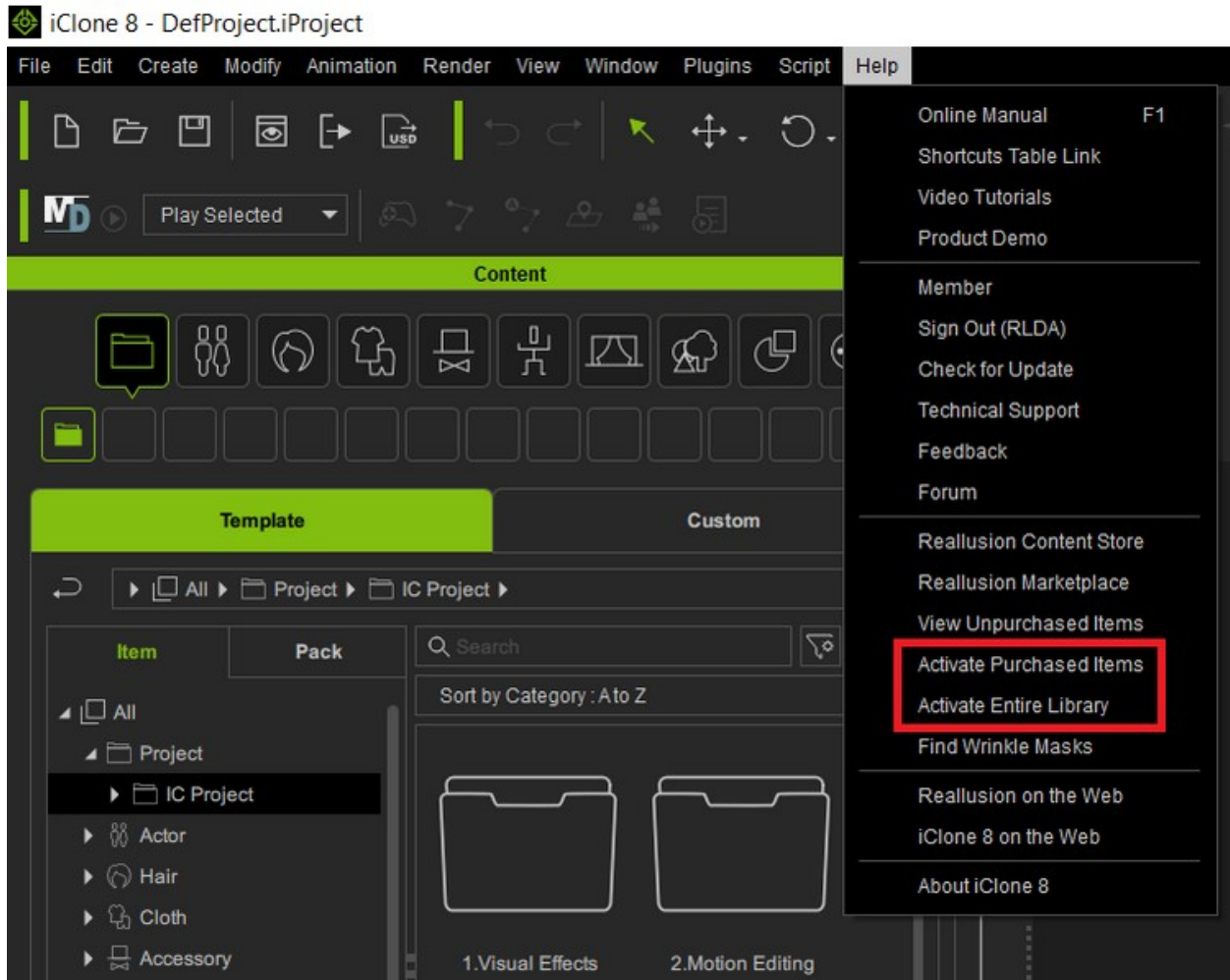
Please check the following: -

1) DRM-protected content can only be used by the **same member account holder** who purchased the content and program. Thus, making sure the purchased content is registered in the same member account as the main program. You can do a quick check on your member account - [Order page](#).

2) Logout and re-login to Reallusion Hub (<https://www.reallusion.com/hub/>) with your **valid member account** that registered/purchased your product.

## How to resolve a watermark issue?

You also can select **Help > Activate Purchased Items** to authenticate online, in order to remove the watermarks after the trial contents have been purchased.



Reallusion FAQ

<https://kb.reallusion.com/General/50455/How-to-resolve-a-watermark-issue>