

Preventing and resolving licensing issues

License key files must be handled as little as possible to avoid possible corruption.

This version requires a XML license

When loading a license manually, you require the .xml file that contains the license key, as issued by PLAS—licenses in plain-text format cannot be loaded.

The .xml file name has this structure: `<dongleID>_KodakProofingSoftware-<prooferType>_<version>_Response.xml`

Special characters can cause problems

If you copy and paste a license key into a file or even just open and close the PLAS-issued license file, the file might inadvertently pick up additional characters or other data—for example, opening an .xml file with a text editor that cannot distinguish between em and en dashes can corrupt the license key.

As well, only hyphen-separated alphanumeric license keys are accepted.

Expired emergency licenses can cause problems

On rare occasion, it may be necessary to receive and load an emergency temporary license. When you receive and load your actual license, you may experience unexpected problems, such as being unable to activate a proofer, if the emergency license is still on the system.

Replacing the emergency license is faster than removing it—on the Proofer Administrator **License** tab, select the expired license key, and click **Replace**.

If the license for some reason cannot be replaced, click **Remove**, and then allow that process to complete.