

License key doesn't work

A license key can be rejected by the software for one of the following reasons:

Wrong User Name

Please make sure that you are using the User Name which is specified in your license certificate email. If a license is registered in your company name, it will not work with your personal name. Please note that both the user name and license key are case-sensitive.

Misspelled User Name/License Key

To avoid misspellings, we recommend that you copy your User Name and license key from the license certificate e-mail rather than enter them manually in the software. You can do so by using the **Ctrl+C/Ctrl+V** shortcuts. Watch out for "copying" any extra space at the beginning or end of the license key.

A license key does not qualify for upgrade to a higher version

If your license key does not work with the newly installed version of the software, please make sure that your current license key allows you to

upgrade for free to the latest version. If it does not, please [contact sales](#) in order to upgrade your license.

Concurrent use of a license key

Please make sure that your license key is not being used by another developer at your company at the same time. Concurrent use of a single license on multiple instances of the software is restricted by our software license agreements (unless you have obtained a floating license) and is prevented by software functionality.

If none of the above helps, please email your license certificate along with a screenshot of the license dialog displaying your User Name and license key to our [support team](#).