The license key is not working.

SYMPTOM

The license key is not working and the .netCHARTING "not for production use" watermark appears on your charts.

Website License Troubleshooter

- The key must be placed in the bin folder of your application along with the dotnetcharting.dll.
- The license takes effect only when the charts are viewed through the licensed fully qualified domain in the web browser.
- The license purchased for a particular domain is specific to YourDomain.com and www.YourDomain.com. The license will not work on sub domains such as 'site1.YourDomain.com' unless a specific key is purchased for such a URL.
- Check the NTFS (file level) permissions set for the key file. The anonymous asp.net user context (e.g. aspnet, network service) must have read permissions. Be sure to check the permissions on the license file itself and not just the parent directory.
- Ensure that your license key is not corrupt. It is possible during network / FTP transfer or copying the file it has become corrupted. Compare the key you are attempting to use to the original key included with your purchase email.
- Ensure that your DLL version matches your license. Right click on the dll, select the version tab, select comments and confirm it is a web site dll.
- If you are having an issue with not for production use branding displaying on your charts with a purchased license key deployed, please test the image based chart generation such as a sample a01.aspx included with the bundle. If branding is being removed in that case, please email support@dotnetcharting.com for assistance.
- Make sure the license key and dll versions are compatible. If your license does not include a subscription, the DLL version must match the license's version. For 4.x licenses and older, major version licenses are not compatible with different major version dlls. For example a 3.x key will not work with a 4.x dll. and 4.x keys are not compatible with 3.x dlls. If you have an incorrect license key, please contact orders@dotnetcharting.com.

Server License Troubleshooter

- If using the automated installation you should only need to copy the license key file as detailed in your purchase email. Permissions and other install steps are completed automatically. If you completed a manual install or suspect you may have a version / key mismatch, please see the additional points below.
- Do you have the server version of .netCHARTING? Right click properties on the dll and select version, then comments to confirm the reference mentions the server version.
- Was the .netCHARTING DLL added to the Assembly Cache node in the Microsoft .NET framework Configuration application?
- Has the assembly entry been added to your machine.config or web.config file?
- Does the version used in the entry above match the version of the dll you are using (to determine dll version, r-click, properties, version on the dotnetcharting.dll file)? Also check the comments on the version tab, it should indicate that it is a server dll.
- Check the NTFS (file level) permissions set for the key file. The anonymous asp.net user context (e.g. aspnet, network service) must have read permissions. Are read permissions granted on the directory you created for the key and dotnetcharting.dll? Are read permissions granted on the key file itself?
- Ensure that your license key is not corrupt. It is possible during network / ftp transfer or copying the file it has become corrupted. Compare the key you are attempting to use to the original key included with your purchase email.
- If you are having an issue with not for production use branding displaying on your charts with a purchased license key deployed, please test the image based chart generation such as a sample a01.aspx included with the bundle. If branding is being removed in that case, please email support@dotnetcharting.com for assistance.
- Make sure the license key and dll version are compatible. If your license does not include a subscription, the DLL version must match the specific minor version licensed. For 4.x licenses and older, major version licenses are not compatible with different major version dlls. For example a 3.x key will not work with a 4.x dll. and 4.x keys are not compatible with 3.x dlls. If you have

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- Check the license key file has been deployed to the correct directory as detailed with your purchase email. Note: some default window installations may hide this folder by default, ensure your server is configured to show system folders if you don't see the path, or enter it in windows explorer to navigate to the path and copy your license key in this location.

Winforms License Troubleshooter

- You must set your license key string value (no binary key file may be used for winforms licenses) as detailed in your Winforms license purchase email.
- Make sure the license key and dll version are compatible. If your license does not include a subscription, the DLL version must match the specific minor version licensed. For 4.x licenses and older, major version licenses are not compatible with different major version dlls. For example a 3.x key will not work with a 4.x dll. and 4.x keys are not compatible with 3.x dlls. If you have an incorrect license key, please contact orders@dotnetcharting.com.

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