

Invalid license key

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Question

I'm getting an 'Invalid license key' error.

Solution

Evaluation versions of PingPlotter Standard, Pro and MultiPing all have licensing encouragement after a period of time. This reminder usually has two buttons - 'Enter License' (or Register), and 'Do it later'. The 'Do it later' button is disabled for a period of a few seconds. The 'Do it later' button will eventually enable itself (after a few seconds), so just wait for it to un-gray, then hit that button.

You can, of course, purchase a license at any time to stop the reminders. After 30 days if you want to continue using the software, you do need to buy a license. If you have a license key that doesn't seem to work, try copying it from the email from us, then pasting it into the software. Also, make sure the license you're using is for that edition of the software - PingPlotter Standard licenses won't work with PingPlotter Pro or MultiPing.

If you've lost your license key, [visit our support page](#) and enter your email address to have your key sent to you. If you've changed your email address and need us to update our records so you can get your key, email us at support@pingman.com and we'll be happy to help get things updated. Please include your old email address - or any additional information we can use to track down your original purchase.