

TaiRoxTM Tech Note

TaiRox License Keys

"License Key" and "Activation Code" are different names for the same set of characters that look like this: 100007-100012-20171221-92111908081128200410026068536016.

"Licensee" is the name of the company that has purchased a license. For most TaiRox products, this name must match exactly the "Company" field in Sage 300's License Manager, including punctuation and capitalization. For most TaiRox products, the Client ID field in License Manager must also match.

The Sage License Manager screen looks like this. In this case, "TAIROX SOFTWARE INC" is the licensee – all caps, and no punctuation:

The screenshot shows the Sage 300 License Manager window. The 'License Information' tab is active. A red rectangle highlights the 'Client ID' and 'Company' fields. The 'Client ID' field contains the value '4000588569' and the 'Company' field contains 'TAIROX SOFTWARE INC'. Below these are fields for 'Licensed' (Bobby Hull), 'Dealer' (TAIROX SOFTWARE INC), 'C.C.' (TAIROX SOFTWARE INC), and 'Serial Number' (70072404262430). Each of these fields has a 'Change' button to its right. At the bottom right of the window are 'Refresh' and 'Close' buttons.

Diagnosing an Invalid License Key Message

Did you copy and paste the Licensee (Company Name) from the file we provided?

Did you check that all fields match, including punctuation and capitalization? Recent versions of TaiRox products display diagnostic information in the License Information screens.

Are you running the most recent version of the TaiRox product? Note that the current version of TaiRox products will support older versions of Sage 300. Generally, versions 2012 through to 2027 are supported. If you have an older version of a TaiRox product, you can update it by uninstalling the product using the Windows Control Panel and installing the current version which is available at [tairox.com](https://www.tairox.com).

In rare cases, the licenses provided by Sage have leading or trailing blanks. Closely examine TaiRox's License Information screen or run TaiRox Install Check and look at the log.

Environmental issues (locations of files for users, quarantined files) can sometimes affect licensing. Run TaiRox Install Check and look at the log.