

# License Key Errors

If you are having difficulty loading a license key, and see an error mentioning **GAC\_MSIL** or **EDM.License.dll**:

Try going to `C:\Windows\Microsoft.NET\assembly\GAC_MSIL\EDM.License` and removing all of the subfolders underneath.

Then re-install **EDMTestingSetup.exe** and re-open EDM.

## Where are my license keys located?

Note: the license keys for the installer are located under:

``C:\ProgramData\Crystal Instruments\EDMLicense``

## "Cannot load license key file"

If you encounter the "Cannot load license key file" error in the installer, confirm the followings:

1. Microsoft Visual C++ 2015-2022 Redistributable has been installed. (Check in Control Panel > Programs > Programs and features)
2. Check if there is no Common or EDM.License folder (located in `C:\Windows\Microsoft.NET\assembly\GAC_MSIL\EDM.License`)

If the above two conditions are true, try running .NET framework repair tool:

<https://www.microsoft.com/en-us/download/confirmation.aspx?id=30135>

## Double-Click App Does Nothing

Check Documents\EDMLog, if you get this error:

```
2024-05-23 12:22:06,646 ERROR - System.IO.FileNotFoundException: Could not
load file or assembly 'EDM.License, Version=11.1.8.35, Culture=neutral,
PublicKeyToken=e297f9ee8963e529' or one of its dependencies. The system
cannot find the file specified.
File name: 'EDM.License, Version=11.1.8.35, Culture=neutral,
PublicKeyToken=e297f9ee8963e529'
    at EDM.Startup.Startup.EnterpriseControl(StartupParameters sp, Process
instance)
    at EDM.Startup.Startup.StartApp(StartupParameters sp)
```

WRN: Assembly binding logging is turned OFF.  
To enable assembly bind failure logging, set the registry value

[HKLM\Software\Microsoft\Fusion!EnableLog] (DWORD) to 1.  
Note: There is some performance penalty associated with assembly bind failure logging.  
To turn this feature off, remove the registry value [HKLM\Software\Microsoft\Fusion!EnableLog].

Then you may need to clear the EDM.License folder and reinstall.

From:  
<https://help.go-ci.com/> - **Crystal Instruments Help**

Permanent link:  
<https://help.go-ci.com/general:license-key-error>

Last update: **2024/05/23 19:30**