

# 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

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

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

From:

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

Permanent link:

<https://help.go-ci.com/general:license-key-error?rev=1713417823>

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