

License Not Activating

What This Means

This issue occurs when your license cannot be activated on your site.

The activation process may fail or not complete successfully.

Common Symptoms

- activation fails after entering the license key
 - no confirmation message appears
 - Pro features remain disabled
 - an error message is displayed
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Possible Causes

This issue may be caused by:

- an invalid or incorrectly entered license key
 - lack of internet connectivity from your server
 - firewall or hosting restrictions
 - license limits being reached
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How to Fix It

Try the following steps:

1. Check Your License Key

- ensure the key is entered exactly as provided

- remove any extra spaces or formatting
 - verify that the license is valid
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2. Confirm Internet Access

- ensure your server can make outgoing requests
 - verify DNS is functioning correctly
 - check that external connections are not blocked
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3. Check Firewall or Hosting Restrictions

- confirm that outbound connections are allowed
 - review any security or firewall settings
 - contact your hosting provider if unsure
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4. Verify License Usage

- check if your license has reached its site limit
 - free up a license slot if necessary
 - try activating again
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5. Retry Activation

- re-enter the license key
 - attempt activation again
 - refresh the page after attempting
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What to Expect After Fixing

After resolving the issue:

- activation should complete successfully
 - Pro features should become available
 - license status should show as active
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When to Seek Help

If the issue persists:

- note any error messages
 - confirm your server environment
 - include details about your license key (without sharing it publicly)
 - contact support with this information
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Related

- [Activating Your License](#)
 - [License Limits & Usage](#)
 - [Activation Server Unreachable](#)
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