



Tech Note ED0002

Issue: EAR will not function, indicates license file is missing

Users are reporting the following error message on a newly-installed copy of EAR, even though the EAR.LIC file has been installed:

This version of EAR requires an updated license file.
Please contact your software vendor for an updated license.

The format of EAR file is sometimes changed in the process of being emailed. Open the EAR.LIC file with Notepad. If you see a string of 25 characters on a single line, the format is incorrect.

If incorrect, add carriage returns so that the file is broken into 4 lines as follows:

```
XXXXXX  
XXXXXXXXXX  
XXXXXX  
XXXXXX
```

where X represents any non-blank character in the file. Please be careful not to change any of the characters in the file.