License Key Problem

Posted by 24t42 - 2009/07/20 01:20

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I am having problem with the license key - again!

The first time, I got a testing license. I did not use it before it expired. So I got a production license and tried to install it tonight. No matter what I do, it keeps asking for the license.

The domain name is pre-filled in as 67.19.32.46 and the license key is blank. The registered domain is aaca75.org. Below in the key section, it is showing 3 keys.

#1 - testing license - expired.
#2 - current license - expires July 20, 2010
#3 - current license - expires July 20, 2010

License #2 is my first attempt at entering the number tonight. It did not have the = at the end. I did change the domain name to aaca75.org.

After it accepted the number, I tried to go to plug ins. I was taken back to license key page which showed the domain listed as 67.19.32.46. So I entered it again thinking that the missing = was the problem. It wasn't.

Now I an showing 2 current licenses (one with a = and one without). I don't see a way to delete one and can't proceed to the plug in page.

Any help would be appreciated.

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Re:License Key Problem

Posted by admin - 2009/07/20 06:06

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Hello,

When you login to Joomla! backend you use domain name or IP in browser address bar? It seems that you use IP address instead of domain name.

Regards,
ARI Soft

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Re:License Key Problem

Posted by 24t42 - 2009/07/20 14:27

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Thank you for the response but I don't think that is the problem - see attached file.

I used the domain name aaca75.org and it added it to the license key section. It then immediately asks me to input the license key again. It will not let me go the plug in section.

What am I missing?

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Re:License Key Problem

Posted by admin - 2009/07/20 14:31

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Hello,

On your screenshot in address bar you can see IP address instead of domain name. Your testing license for IP address is expired, but you have production license for domain name. Open backend part through domain name and all should work fine.

Regards,
ARI Soft

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Re:License Key Problem
Posted by 24t42 - 2009/07/20 16:07
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I am fairly new to Joomla. Could you please explain exactly what you mean by "Open backend part through domain name and all should work fine."

Sorry I am just NOT getting it? Thank you for your patience. Don't you just hate beginners.

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Re:License Key Problem
Posted by 24t42 - 2009/07/20 16:33
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I figured out what you meant. I can finally get to the plug in page. Yippee!

Thank you for all your help and patience.

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Re:License Key Problem
Posted by admin - 2009/07/20 17:19
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It's good news. If you have any questions, you can feel free to ask them.

Regards,
ARI Soft

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