

KB75767526: Licensing - Error when activating license

Summary

Activate license gives the following error: "**Exception: DOM parser: Fatal Error**".

Symptoms

When doing Activate license with a file containing multiple product keys, parser error appears. But loading one product key from the file is working.

Solution

Edit the HTML license file using Notepad and remove the top line:

```
-> <META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=us-ascii">
```

The license file should be formatted as below:

```
<html>

<head>
  <title>EskoArtwork Product Key File</title>
```

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