
Empty license file

Posted by mikolajek - 2013/06/12 09:15

I've purchased Rainlendar quite a while ago but used it with no problem until I've decided to make a fresh system install.

As usual I used the link to the activation file to be downloaded from Rainlendar servers. It did download successfully but the app kept saying it was unregistered. :ohmy: I've opened the file and it's empty! I re-downloaded it with the same result.

I can't use the re-mailing option since I do not have access to the e-mail address I used when purchasing. Thus, I cannot say whether it would help.

What can I do - shall I purchase another license? Or is there any way to recover the original one?

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Re: Empty license file

Posted by Rainy - 2013/06/12 12:31

You should contact Rainlendar's sales address with your license details (name and email). I can then check the correct link from the license database.

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Re: Empty license file

Posted by mikolajek - 2013/06/12 15:26

Thanks! I've sent them an e-mail and waiting for their advice.

UPDATE: The help was quick and fully resolved the issue. Many thanks!

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