

MRC Holland Support

Support > Help Centre > MLPA & Coffalyser.Net > Coffalyser.Net Data Analysis Software > Error Messages > How do I solve a "the currently installed license is incompatible with the installed database version" error in Coffalyser.Net?

How do I solve a "the currently installed license is incompatible with the installed database version" error in Coffalyser.Net?

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This error indicates that you are trying to import a license associated with a different database version of Coffalyser.Net than the version of your installation. There are two main situations in which you may encounter this error.

- *License file downloaded from your account pages on the website:*

Our website only supplies license files for the latest version of Coffalyser.Net. If you are not using the latest [version](#), the downloaded license file will not work with your installation. You can either update the license from within the software if your network security settings allow this ([instructions](#)), or [contact us](#) with your license email and/or license key to obtain a license file for your database version.

- *License installation renewal after updating Coffalyser.Net:*

When you renew a license from within the License dialog in Coffalyser.Net, a license for the correct database version is automatically downloaded. You may receive this error anyway if you are attempting to renew the license after performing an update and click Install License without first clicking Download to retrieve a license for your new version. The solution is to simply click Download and then Install License.

[Contact us](#) if the suggestions above do not fix your issue.

The full error message that will be displayed is:

Input Not Valid

the currently installed license is incompatible with the
installed database version

please update your license by downloading or importing a
more recent one



Tags

Coffalyser.Net

Disclaimer

The information provided in this material is correct for the majority of our products. However, for certain applications, the instructions for use may differ. In the event of conflicting information, the relevant instructions for use take precedence.