Background

ERRMSG: Common License Exceptions explains the various license exceptions that can occur when using Atalasoft's .NET components. This article explains how to resolve issues when rebuilding or reactivating does not succeed. Generally reactivating a serial number and rebuilding your projects will resolve any issues. When that doesn't work, try the following.

1. In the solution explorer, expand the references, and inspect the version of each Atalasoft assembly (Atalasoft.dotImage.dll, Atalasoft.Annotate.dll, etc...). The 3rd number in the version string should be the same for each assembly, otherwise there is likely an assembly version mismatch. (Note, in 10.2 and older, Atalasoft.DotTwain.dll and Atalasoft.Shared.dll will have a different numbering scheme - just check that the path they're from matches the others)

   Ensure that the path of the reference is pointing to the expected location (most likely C:\Program Files (x86)\Atalasoft\DotImage 10.x\bin\2.0\x86\ or C:\Program Files (x86)\Atalasoft\DotImage 10.x\bin\4.0\x86\). In the project properties, remove any reference paths that might contain older versions.
2. On a development machine, check the project's bin, bin\debug, or bin\release folder for a license file. If one exists, delete it so that it picks up the license in the default license location (usually C:\Users\YOUR_USER_NAME\AppData\Local\Atalasoft\DotImage 10.x\ or C:\Documents and Settings\YOUR_USER_NAME\Local Settings\Application Data\Atalasoft\DotImage 10.x\).
3. When a license changes, the resources need to be rebuilt. Generally, restarting Visual Studio and rebuilding the project will do this. But we've seen times where the obj folder must be deleted, or the user must log off the computer and back in to clear any licenses that VS might have cached.
4. Ensure that you have a required license file for each Atalasoft assembly you are referencing. The following assemblies require the indicated license files:
   - **Atalasoft.dotImage** - Atalasoft.dotImage.lic
   - **Atalasoft.dotImage.Lib** - Atalasoft.dotImage.lic
   - **Atalasoft.DotAnnotate** (removed in 10.3 and newer) - Atalasoft.dotImage.lic
   - **Atalasoft.DotAnnotate.Ink** - Atalasoft.dotImage.lic
   - **Atalasoft.dotImage.Annotate** (removed in 10.3 and newer) - Atalasoft.dotImage.lic
   - **Atalasoft.dotImage.WinControls** - Atalasoft.dotImage.lic
   - **Atalasoft.dotImage.WebControls** - Atalasoft.dotImage.lic

- **Atalasoft.dotImage.WebControls.Mvc** - Atalasoft.dotImage.lic
- **Atalasoft.dotImage.Pdf** - Atalasoft.dotImage.lic
- **Atalasoft.dotImage.Raw** - Atalasoft.dotImage.lic
- **Atalasoft.dotImage.Wpf** - Atalasoft.dotImage.lic
- **Atalasoft.dotImage.Wpf.Annotations** (removed in 10.3 and newer) - Atalasoft.dotImage.lic
- **Atalasoft.PdfDoc** - Atalasoft.dotImage.lic (and/or in SOME cases, Atalasoft.PdfDoc.lic)
- **Atalasoft.dotImage.Jpeg2000** - Atalasoft.dotImage.lic (or older implementations may have Atalasoft.dotImage.Jpeg2000.lic)
- **Atalasoft.dotImage.Jbig2** - Atalasoft.dotImage.lic (or older implementations may have Atalasoft.dotImage.Jbig2.lic)
- **Atalasoft.dotImage.Dicom** - Atalasoft.dotImage.lic (or older implementations may have Atalasoft.dotImage.Dicom.lic)
- **Atalasoft.dotImage.Dwg** - Atalasoft.dotImage.lic (or older implementations may have Atalasoft.dotImage.Dwg.lic)
- **Atalasoft.dotImage.FormsProcessing** - Atalasoft.dotImage.lic (or older implementations may have Atalasoft.dotImage.FormsProcessing.lic)
- **Atalasoft.dotImage.Ocr** - Atalasoft.dotImage.Ocr.lic
- **Atalasoft.dotImage.Ocr.Abbyy** - (10.7 through 11.2) Atalasoft.dotImage.Ocr.lic
- **Atalasoft.dotImage.Ocr.Tesseract** - (Tesseract 2 - Removed in 11.0) Atalasoft.dotImage.Ocr.lic
- **Atalasoft.dotImage.Ocr.Tesseract3** - (10.4 through 11.5) Atalasoft.dotImage.Ocr.lic
- **Atalasoft.dotImage.Ocr.Tesseract5** - (11.4.0.9 and newer) Atalasoft.dotImage.Ocr.lic
- **Atalasoft.dotImage.Ocr.GlyphReader** - Atalasoft.dotImage.Ocr.lic
- **Atalasoft.dotImage.Ocr.OmniPage** - (11.3 and newer) Atalasoft.dotImage.OmniPage.lic
- **Atalasoft.dotImage.Ocr.RecoStar** - (9.0 through 10.6) Atalasoft.dotImage.Ocr.lic
- **Atalasoft.dotImage.Barcoding.Reading** - Atalasoft.dotImage.Barcoding.Reading.lic (version 10 and newer)
- **Atalasoft.dotImage.Barcoding.Writing** - Atalasoft.dotImage.Barcoding.Writing.lic
- **Atalasoft.dotImage.Barcoding** - Atalasoft.dotImage.Barcoding.lic (version 7b through version 9d)
- **Atalasoft.dotImage.PdfRasterizer** (10.2 and older) - Atalasoft.dotImage.PdfRasterizer.lic (and/or in SOME cases, Atalasoft.PdfDoc.lic)
- **Atalasoft.dotImage.PdfReader** (10.3 to 10.7) -

Atalasoft.dotImage.PdfReader.lic
- **Atalasoft.dotImage.PdfReader** (11.0 and newer) - Atalasoft.dotImage.PdfIum.lic
- **Atalasoft.dotImage.Isis** - Atalasoft.dotImage.Isis.lic
- **Atalasoft.DotTwain** - Atalasoft.DotTwain.lic or Atalasoft.dotImage.lic
- **Atalasoft.WingScan** - Atalasoft.WingScan.lic

5. If all else fails, search your system for any Atalasoft.*.lic files and delete them. Then reactivate with your serial numbers.

NOTE: Microsoft retired Silverlight in 2021, leading to our Silverlight assemblies being retired. Silverlight can no longer be supported even in legacy installs.

Original Article

Q10107 - HOWTO: Resolve SDK License Problems

Last Update

2026-11-02 - TD - (Corrected a retirement date for Tess3)

Atalasoft Knowledge Base
https://www.atalasoft.com/kb2/KB/50324/HOWTO-Resolve-SDK-License-Problems