

# I entered my new password but I get a message that the licence has expired.



You are here:

[EDQM FAQs](#) / [EDQM FAQs in English](#) / [PRODUCTS AND SERVICES \(Publications, Reference standards, CombiStats\)](#) / [Statistics CombiStats](#) / [My CombiStats licence](#) / I entered my new password but I get a message that the licence has expired.

## Answer:

- Please check that you have entered the password exactly as indicated in the update message you received from the EDQM. Passwords are case sensitive.
- Check that you have typed everything.
- Check that the date is in the dd/mm/yyyy format including forward slashes to separate the days from the months and the months from the year.
- Check that there are no leading or trailing spaces in any of the textboxes.
- Check that you have write access to the installation directory (by default C:\Program Files\CombiStats70\).
- Check in the preferences that CombiStats is looking in the correct directory for the password (the default directory is the installation directory used by CombiStats if you erase the textbox in the preferences).

If none of the above solves the problem, you can try to update the 'Authorisation' file manually using a text editor such as Notepad.