



# WASP PROTECT

Portal > Knowledgebase > Cloud > Asset/Inventory Cloud OnPremise installation rejects license key in non-US regions

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## Asset/Inventory Cloud OnPremise installation rejects license key in non-US regions

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**Symptom:** In regions that use a date format different than the US standard MM/DD/YYYY, there may be a situation where the installer rejects the license key with a message saying "Please enter a valid license".

**Solution:** Manually run the following file from the setup directory:

\\SSetupPrerequisites\VcRedistx64\vc\_redist.x64.exe then try the installation with the same license key, and it should go through correctly.

**Note:** This issue should affect only the original installation disc/download. This updated installer should properly accept the license key:

[https://dl.waspbarcode.com/wasp/OPI\\_V1.04.04\\_2020.02.27.004.zip](https://dl.waspbarcode.com/wasp/OPI_V1.04.04_2020.02.27.004.zip)

This installer can be used for a fresh install, but should not be used to update an existing installation