What should I do when I'm receiving OCR license activation error(s)?

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Applies to

- CONTENTdm OCR license
- Activation on new computer

Answer

OCR Activation codes only need to be set up once per install of Project client on a machine. You don't need to fill in the OCR license on each Project. Trying to do so can cause activation errors. When you receive an error in CONTENTdm project client when activating your OCR license, your license is most likely locked and needs reset. Please contact CONTENTdm OCLC Support with your library name, the activation code that is giving the error and the error you are getting.

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