

License could not be checked

000045820 | How To | Last updated 2026-09-11 | Power PDF, Power PDF Advanced

Power PDF shows "License could not be checked" after upgrading from 5.x.x.x to 2025.x.x.x

After upgrading Power PDF, you may encounter the error message "License could not be checked. Please try to restart the application" upon starting the application. This article explains the cause and how to fix it.

Symptoms

- After completing the upgrade to Power PDF Business and applying an update, the application displays: "License could not be checked. Please try to restart the application"
- Restarting the application does not resolve the pop-up
- The issue appears specifically after upgrading via core install plus update, rather than a fresh single-version install

Cause

This occurs when the 2025.3 core installer (deployed via the 2025.3 MST) is followed immediately by an update without a required restart in between. The Microsoft Windows Installer Service manages application installations and determines if a restart is required; when it makes that determination, it schedules files to be replaced at reboot, and no further installations should be performed while a reboot is pending. Using Windows MSI switches to suppress the reboot prompt does not eliminate this requirement. Failing to reboot before applying an update can cause Windows to break the installation by redeploying older files on reboot.

Solution

Option 1: Reinstall Power PDF (recommended first step)

For most users hitting this pop-up, simply reinstalling Power PDF resolves the issue:

- 1 Uninstall Power PDF Business from Control Panel > Programs > Add/Remove Programs.
- 2 Reinstall Power PDF Business 2025.3, then apply the 2025.3.4 fix pack.
- 3 Restart the workstation immediately after the fix pack installs. Do not skip this step.

Option 2: Use the Remover tool (if reinstalling does not resolve the issue)

Only use this option if Option 1 does not fix the problem for the end user.

- 1 Uninstall Power PDF from Control Panel > Add/Remove Programs.
- 2 Run `remover.exe`, located at `2025.3\Tools\Remover`. You'll be prompted that the Kofax/Tungsten registry keys will also be removed; click OK to confirm.
- 3 Reboot the workstation. This step is required after running the remover.

- 4 Run your existing deployment script to reinstall. Make sure the script checks whether Microsoft Office applications are running before proceeding, and closes them first if so: `taskkill /IM "officeapps.exe" /F`

Note: The Remover tool should only be run after an uninstallation has already been performed. The Remover tool is version-specific; always use the Remover tool matching the base version you uninstalled.

Prevention

To avoid this issue on future upgrades or new deployments:

- Before installing the 2025.3 core, run the `taskkill` command to close any open Microsoft Office applications first.
- Always allow the workstation to restart after installing a fix pack. Do not chain a fix pack installation directly into further steps without a reboot.
- If deploying via script, build in a check for running Office processes and force-close them (`taskkill /IM "officeapps.exe" /F`) before installation begins.

Still Having Issues?

If the license error persists after both the reinstall and the Remover tool process, escalate to Tungsten Support with the workstation's install logs and confirmation of whether the restart was performed after the fix pack.

See this KB article on how to create an MST file: 000043991

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45820>