6. Windows - License not found

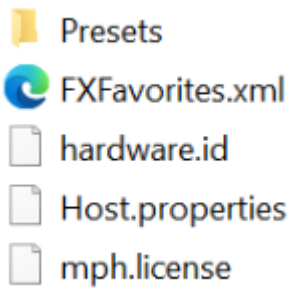
You can use the License Manager application (recommended) to create a new license. Download it from the user portal.

Alternatively, log on to the user portal and download the latest version of the MP Host plugin.

Follow this guide to generate a license.

> The **hardware.id** file is generated automatically when you run the MP Host plugin. This is the hardware id of your computer.
> The **mph.license** file should be downloaded from the user portal.
> Details on how to log in to the user portal have been emailed to you.

The files should look like this in Windows file explorer:



Do not rename any of the files above.

License not found due to non-latin characters

If you believe you are generating the license correctly as shown in your initial setup guide,

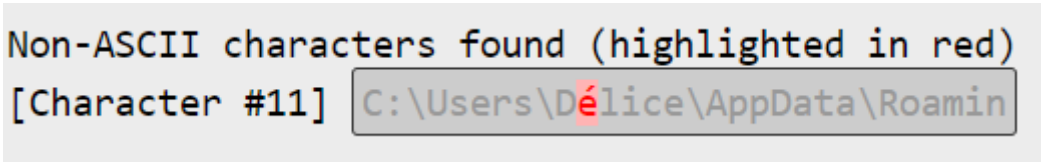
then the reason may be because of non-latin characters in your user name in Windows.

If your home folder has non-latin characters like (Ç, Ş, Ğ, I, İ, Ö, Ü) or other non-latin characters

for example C:\Users\Ümmet\

This may prevent the MP Host from finding the license on your computer.

Paste your user path here to check if you get a warning



To solve the issue, please create a Windows account that contains only Latin characters.

Please note that if there is a problem with the license, then it will not allow the hardware Controller to be connected to the MP Host.

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