

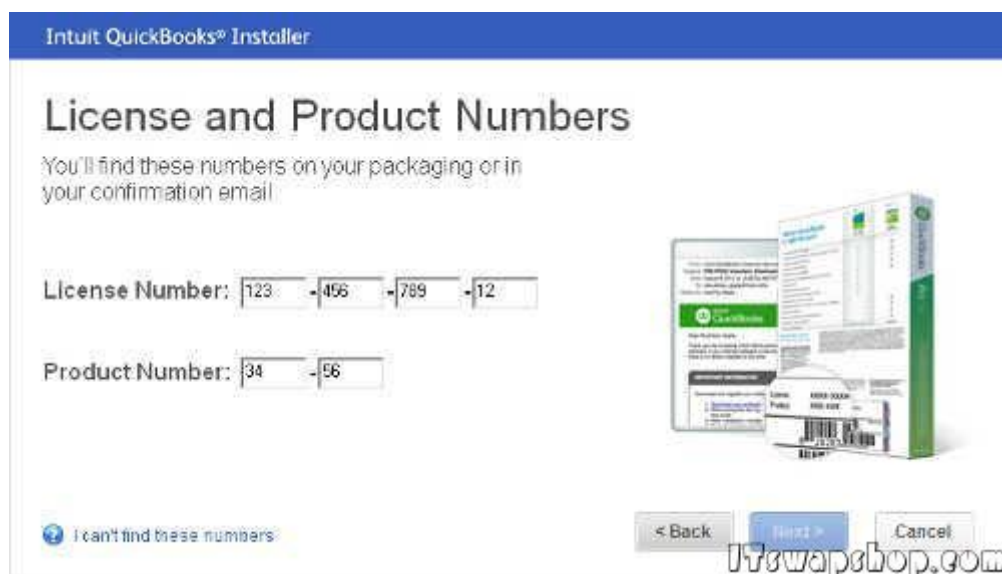
## QuickBooks - Can't Enter License Number - Only Allows 11 of 15 Digits

Submitted by ingram on Wed, 04/11/2018 - 6:33pm

QuickBooks - Can't Enter License Number - Only Allows 11 of 15 Digits

When installing QuickBooks, you may run into a problem when entering the License Number on the Product Key page. A QuickBooks License Number is 15 digits. If you are only able to enter 11 digits like in the screenshot below, here is the fix for it:

Press the **Num Lock** key. Yes, it's that simple. I've seen this issue across multiple years and editions of QuickBooks. Sometimes, if you have Num Lock on, it will only allow you to enter 11 of the 15 characters.



After turning off Num Lock:

## License and Product Numbers

You'll find these numbers on your packaging or in your confirmation email.

License Number:  -  -  -

Product Number:  -



 I can't find these numbers

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