



CD Key not accepted in Toast

- Toast

Here are the main reasons a CD key may not be accepted:

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- Make sure that you are entering 17 characters for the CD Key. If the Key doesn't have 17 characters, it is not valid.
- Another reason a CD Key may not be accepted is if it is a pirated version of our software or CD Key.

European Toast 9 Users: Due to a clerical error on the sticker label on the CD sleeve, some copies of the Toast 9 CD Key may not be accepted during installation. This issue affects only boxed versions of Toast 9 distributed in Europe. If you encounter this issue, please submit a ticket at [here](#).

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