KNOWLEDGE BASE ARTICLE

# Why Does a Vitextra Web Part Show "We Hope You Enjoyed Your Free Trial"? License Messages and Fixes

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## Overview

A Vitextra web part that cannot confirm a valid license for the tenant replaces its content with a red message bar:

Markdig.Syntax.QuoteBlock

The message is correct when the trial has simply ended. But it also appears in situations where a license *has* been bought — most often because the license is not assigned to the tenant in which the web part runs. This article lists the causes, from the most to the least common, with a check and a fix for each. It is intended for the administrator who installed the product or manages the Vitextra account.

## How the check works

When a web part loads, it sends the Tenant ID of the Microsoft 365 tenant and the identifier of the product to the Vitextra license service and receives the license status back. The status is one of **Trial version**, **Active**, **Expired** or **Suspended**; it is shown in the **About** group of the property pane together with the product version and the Tenant ID. The web part blocks its content only for the status **Expired**. Knowing this, every case below comes down to two questions: *what status does the web part receive*, and *for which tenant*.

## Step 1. Read the About group

1 Open the page in edit mode and open the property pane of the web part (the pencil icon).
2 Scroll to the **About** group and note the three values: **Version**, **Status** and **Tenant**.

In Microsoft Teams, open the tab settings or the personal app in configuration mode to reach the same property pane.

## Step 2. Compare with your Vitextra account

Sign in at vitextra.com and open **Account** → **My Subscriptions**. For the product in question, check:

- that a subscription exists and its status is active;
- that a license is **assigned**, and the Tenant ID of the assignment is exactly the GUID shown in the **Tenant** field of the web part.

The result of the two steps points to one of the causes below.

## Cause 1. The trial has ended and no license was bought

**Check. Status** is *Expired*; there is no subscription for the product in the account.

**Fix.** Buy the product and assign the license to the tenant as described in KB10206. Vitextra Licensing and Account: How to Buy and Activate a License. Nothing has to be reinstalled.

## Cause 2. The license was bought but not assigned

**Check.** The subscription exists and is active, but the **Assign License** section lists no tenant.

Purchasing a subscription and activating it are two steps: the license has to be tied to the Tenant ID, otherwise the license service has no way to connect your tenant with your purchase.

**Fix.** On the subscription page, go to **Assign License**, enter a name for the tenant and the **Tenant ID** from the **About** group, and click **Submit**. Reload the page with the web part after a few minutes.

## Cause 3. The license is assigned to a different tenant

**Check.** A license is assigned, but the Tenant ID of the assignment differs from the **Tenant** field of the web part.

Typical reasons: the license was assigned to a development or test tenant and the web part runs in production (or the other way round); the organization has several tenants after a merger; the Tenant ID was taken from a web part in another tenant or copied with a typo.

**Fix.** Click **Remove** next to the wrong assignment and assign the license to the correct Tenant ID. A license can be moved between tenants at any time; one license is valid in one tenant at a time. If both tenants need the product, add a second license to the subscription (**Add/Remove licenses**). See KB10037. How to Manage Your Vitextra Subscription.

**Tip**

Do not type Tenant IDs by hand. Copy the GUID from the **About** group, or look it up with the free Tenant ID Lookup tool by pasting any link of the SharePoint site; see KB10034. How to Find Your Microsoft 365 Tenant ID for Vitextra Licensing.

## Cause 4. The license belongs to another product

**Check.** The subscription in the account is for a different product than the web part that shows the message — for example, Employee Directory is licensed, while the web part on the page is Employee Details or Organizational Chart.

Every Vitextra product has its own license. Products with similar names or from the same product family are licensed separately unless you bought a suite that explicitly includes them.

**Fix.** Check the product name at the top of the **About** group (it is a link to the product page) and buy the license for that product, or replace the web part with the one you have licensed.

## Cause 5. The subscription was cancelled or could not be renewed

**Check.** The subscription is shown as cancelled or inactive, or the **Status** of the web part is *Suspended*.

A cancelled subscription becomes inactive immediately and cannot be reactivated. A subscription whose renewal payment failed stays unpaid until the payment method is updated.

**Fix.** For a cancelled subscription, create a new one and assign its license to the tenant. For a payment problem, update the payment details in your account; if the status does not return to *Active*, contact Vitextra support with the Tenant ID. What exactly happens when a subscription ends is described in KB10364. What Happens When Your Vitextra Trial or Subscription Expires.

## Cause 6. The license was assigned a moment ago

**Check.** Everything in the account is correct, and the assignment was made within the last few minutes.

**Fix.** Wait 5–10 minutes and reload the page. If the message persists, reload the page with the browser cache bypassed (**Ctrl+F5**) or open it in a private window: the browser may still hold the previous response of the license check.

## Cause 7. The About group is empty, but the web part works

**Check.** The web part shows its content normally, but the **About** group shows only the product name and no **Status** or **Tenant**.

This is not a license problem. The browser could not reach the Vitextra license service,

usually because `vitextra.com` is blocked by a proxy, a firewall or a browser extension. The web parts are designed to keep working in this case; only the license information and the update notification are unavailable.

**Fix.** Allow outbound HTTPS connections to `vitextra.com`, `static.vitextra.com` and `vitextra-storage.azureedge.net` from the users' network. The first host serves the license check, the other two the scripts and icons of the web parts.

## Cause 8. The message appears only for some users or pages

**Check.** The same web part works for one user and shows the message for another, or works on one page and not on another, in the same tenant.

The license status is determined per tenant and product, so a true difference between users or pages is not possible. What differs is the *cached* response: a user who opened the page before the license was assigned may see the old status until the page is fully reloaded.

**Fix.** Ask the user to reload the page with **Ctrl+F5**. In Microsoft Teams, close and reopen the tab or restart the Teams client.

## Still not solved

Write to Vitextra support and include the product name, the **Version** and **Tenant** values from the **About** group, the e-mail address of your Vitextra account and a screenshot of the message. With the Tenant ID the support team can see the status the license service returns for your tenant.