

CODESPEAR®

HELP CENTRAL

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Knowledge Base Article

Not Enough Licenses

SYMPTOMS

User encounters an error stating that there aren't enough licenses.

POSSIBLE CAUSE

For example, if an organization obtains a license key for 2 Scenario Manager users, and 3 different users try to log into the Scenario Manager, the 3rd user will encounter an error. A license is used for each user that logs into an application.

APPLIES TO

- SmartMsg Dispatch Console
- SmartMsg Radio Client
- SmartMsg GIS Console
- SmartMsg Scenario Manager

Fix

Obtain as many licenses for the product as users that intend to use it. Obtain licenses from your Codespear representative.

Workaround

To work around this issue:

1. Within the SmartMsg Administrator Tool, right-click on a server and select **Show Server Device List**.
2. On the Connection Based Devices tab (which appears by default) click the column heading titled "Type". This will sort all of the devices by type.
3. Find the devices with the "type" of the application you are trying to free a license for. For example, if you need a license for the Scenario Manager, find the devices with a type of Scenario Manager.
4. Choose one of the devices for a user whom no longer needs a license. For example, if user "bsmith" no longer uses the Scenario Manager, choose her device.
5. Right-click on the device and select **Device Properties** and then **Delete Device(s)**.

This will free up a license, so that the license may be used by another user. One user will now be able to log into that application. Repeat this process if you need more than one license.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
