

CODESPEAR®

HELP CENTRAL

Date Created : 9/20/06
Date of Last Review : 12/5/06
Article Number : 70004

Knowledge Base Article

Number of Radio Clients Exceeds Licenses

SYMPTOMS

A message appears when you attempt to run the Radio Client software saying "You are not licensed to run the SmartMSG Radio Client."

CAUSE

Each time the radio client software is installed on a new computer and connected to the system, a new device is created that consumes a license. The number of radio client devices may not exceed the number of licenses. For example, if you have 2 licenses and are trying to use 3 radio boxes, you will receive this error.

Another situation in which you would encounter this error would be that installation of an RIU occurred on one computer, but then it was moved to a different PC. The amount of Radio Client licenses is maxed out.

Fix

To fix this issue:

1. In the Administrator Tool go to the **Device** menu and select **Delete Shared Device**.
2. Locate the device name in the list. Hint: The RIU device name will be in this format: "CSP1001.*computername*" where *computername* = the name of the computer that the RIU was previously connected to.
3. Highlight the name of the device.
4. Click **OK**.
5. This frees up the radio client license, and you may now install the radio client software on the new computer.

An Alternative Method:

1. In the Administrator Tool, click on a Server to highlight it.
2. Click the Show Server Device List button or right-click on the Server and select Show Server Device List.
3. At the bottom of the Connection Based Devices tab, click the Show Only Unique Device button.

4. Locate the device name in the list. Hint: The RIU device name will be in this format: "CSP1001.*computername*" where *computername* = the name of the computer that the RIU was previously connected to.
5. Right-click on the name of the device, select Device Properties, then select Delete Device(s).
6. A message appears asking if you are sure you wish to delete this device. Click Yes.
7. This frees up the radio client license, and you may now install the radio client software on the new computer.


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.
