3. License Issues

3.1. No terminal license available

```
User/terminal is over the maximum Total number of terminal licenses
concurrent connections: user=EmployeeNo. terminal=
ClientAddress/ClientDeviceID company= Company
```



The current status of the license usage can be seen on a webpage of the Service Broker:

```
http://<IP>:<PORT>/api/admin_accesstokens
```

where the IP is the IP address and the PORT is the port number.

3.2. No Add-on license

3.3. SCAN subscription license issue

Issue
```
**Error: ** User/terminal is over the maximum 1 concurrent connection
```

Solution
Customers with subscritpion licenses must restart *Service Broker* at least once every 28 days to refresh the license to avoid this connection error. When the *Service Broker* restarts it always checks the portal for a new license.

Note: It is recommended to schedule a task in **Windows Task Sceduler** to run a weekly restart for **Service Broker**.

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