2. License issues

2.1. License error codes

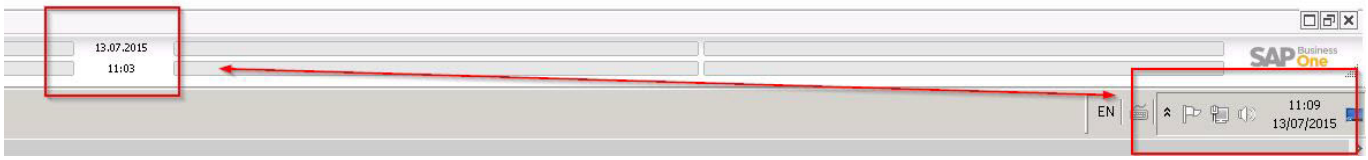
ServerHasInvalidLicenseFile = 52001
LicenseTypeNotAvailable = 52002
LicenseRequiresAssignedName = 52003
LicensesExhausted = 52004
SessionNotLicensed = 52005
LicenseHasExpired = 52006
ExceptionOnServerCommunication = 52007

2.2. Cannot connect to Produmex License Server

Issue
It can happen that the Produmex add-on cannot connect to the Produmex License Server. In such cases, it will display the following error message: `Error 52007: Communication failed with Produmex License Server.`

Solution
Please perform the following checks:

- Check if the Produmex license server produmex service is running. You can check this by using the Produmex Licensing Configurator, or by looking directly at the Windows services.
- Check if the address of the Produmex license server is correct. It's included in the error message.
- Check firewall changes
  - If a firewall was installed, updated or modified, new firewall rules can block traffic between the Produmex add-on and the Produmex license server.
- Check if the time of the SAP server is the same as the time on the client or the terminal server.
  - If this is not the case, synchronize the systems so they both have the same time.



2.3. No add-on license for user (Error 52003)

Issue
When a named license is in use, an error will be thrown when for the same SAP user a new license is requested:

```
Error 52003: No Produmex 'AddOnUser' license available for
```

```
‘manager'RI=DOMAIN\WindowsUser@SERVERNAME PID 16928
```

Solution
This error message contains the information about the license that is in use:

- `Manager` is the user that requests a license.
- `DOMAIN\WindowsUser` is the windows user that is using the license.
- `SERVERNAME` is the server/PC where this license is being used.
- `16928` is the Process ID that uses the license. (This can be seen in the windows task manager, set PID column visible on ‘Processes’ tab)

2.4. No fat client license available

Issue
When an unnamed license is fully used, an error will be thrown when trying to connect to a fat client (scanner or terminal) with that user.

```
Error 52004. All Produmex ‘DeviceClient’ licenses are already in use.
```

Solution
The solution will be to identify which session needs to be terminated, in order to free the needed licenses.

First, you have to identify the list of current connections that are consuming the pool of available licenses. You can do so by using the Produmex License Configurator: under the “Active licenses” tab, the list of all current connections is displayed.

There, you have to identify the lines with license type “DeviceClient”. For each line, you can find the host name and process ID, with which you should then be able to terminate the process.

2.5. Cannot connect to license server - the license server started and then stopped.

The produmex license server service on local computer started and then stopped. some services stop automatically if they are not in use by other services or programs.

This can occur when the ComLicenseBridge is not installed on the License server.

2.6. No add-on user license available

```
'Error 52999: No 'AddOnUser' license available for 'manager'! '
```

Issue
There is no free license that can be allocated for the user.

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