

Clearing license seats

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Cannot clear individually, only all by restarting service.

Checks in 10 mins, 2 missed check ins = cleared seat.

Clears itself on proper close.

On start adds GUID to session, check ins just use license key, close removes GUID

If service restarted, this^ results in a nonfatal error as it goes to clear the GUID that's not written

Hi customer,

If you're getting this error, you're either having people taking up multiple license seats at once due to errors or too many people logging in at once and need to update your license. You can check what license seats are in use by which users/computers by using the SedonaOffice Server Monitor (within the SedonaOffice Server Utilities).

If there are multiple seats being used by the same user, this could be caused by sessions that weren't closed properly (usually due to crashes or network communication issues). If this is the case, those seats should be automatically cleared after up to 20 minutes of not checking in with the server.

Users could also be taking multiple license seats if they are logging in on more than one PC. Users should aim to only log into SedonaOffice on one computer at a time.

If you're seeing multiple seats used by the same user, and they are not clearing automatically, you can clear all seats by restarting the Sedona Service. The only way to manually clear seats is restarting the service; there is no way to clear individual seats. Restarting the Sedona Service may boot users out of Sedona or give them ignoreable errors.

If none of the above resolves the problem, you may just be hitting the limit of your license and we will need to get in touch with billing/sales to get you more license seats.