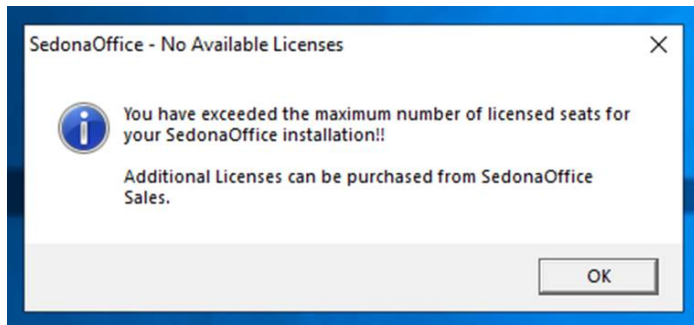


License Seats Exceeded \No Available Licenses - For Some Users

04/09/2025 12:17 pm EDT



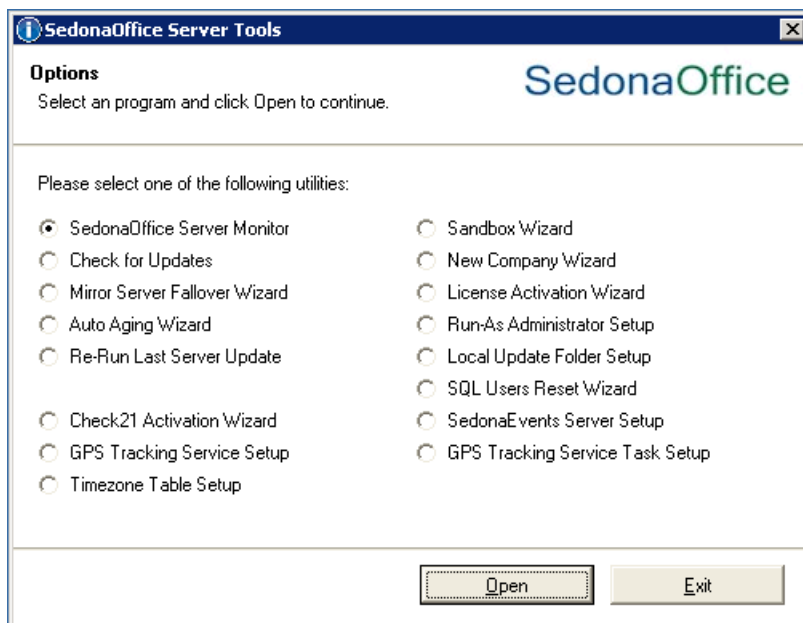
Typically, this message should clear on its own in up to 26 minutes. You can review the license seats in use by going to the SedonaOffice Server Utilities' server monitor on the SQL server. If you need to get someone logged in and are ok potentially kicking out active users, you can restart the Sedona service to force the stuck seats to be reopened. There is no way to individually clear license seats.

What's happening if you're getting this error incorrectly is usually that a SedonaOffice client was not closed correctly or lost connection, so the session being tracked was not cleared correctly. You may also get duplicate sessions if the same user logs in on two workstations. The Sedona service will automatically clear sessions that fail to check in twice in a row, which can take up to 20 minutes.

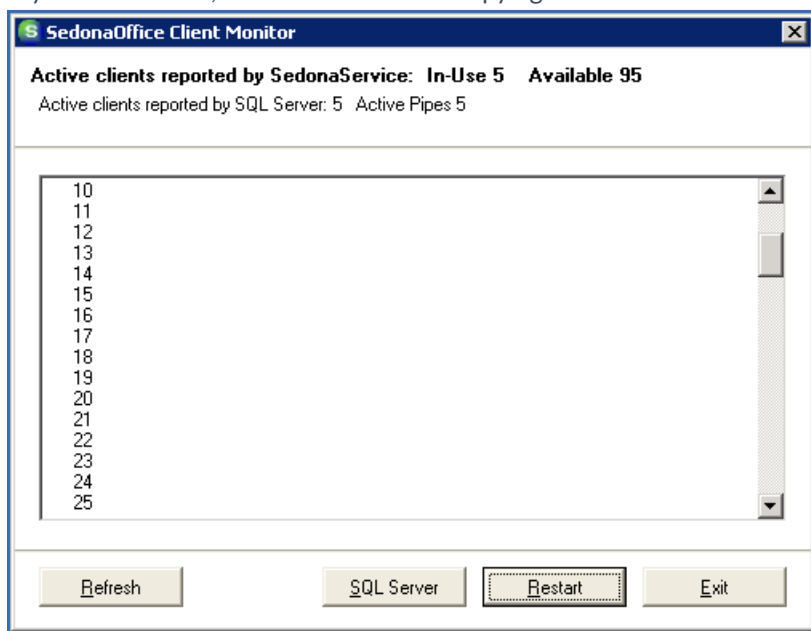
You are able to monitor and see the current licenses in use from the SQL server using the Monitoring Tool. Unfortunately, there is no way to force an individual user out of the license pool. The Sedona Office Client Monitor, which is a server utility, will allow you to clear all licenses in use.

Note: You will need to run this tool from the Sedona SQL server & local admin privileges to access

Start>All Programs > SedonaOffice > SedonaOffice Server Tools > SedonaOffice Server Utilities



When you open the tool it will display like the one above, showing you the slot of the Licenses in use, Machine, Unique Key for connection, and the Username occupying the license.



At the bottom of the window you have the following buttons:

Refresh: Refreshes the current screen of active license use

SQL Server: Switches to a Machine ID view of connections to the SQL server [This information will not be useful for licenses]

Restart: This button restarts the Sedona Service on the server. It will kick all users out of the Sedona Office Client, but they will be able to log immediately back in.

***This button should only be used when multiple users that have left for the day or no longer working are taking up license seats and you cannot wait beyond the 20-25 minute time for them to normally release.

Also Note it does not kick users off the server/workstation, it only kicks them out of the Sedona Office Client

Exit: Exits the License Monitor
Do Not Use SQL Server Button
