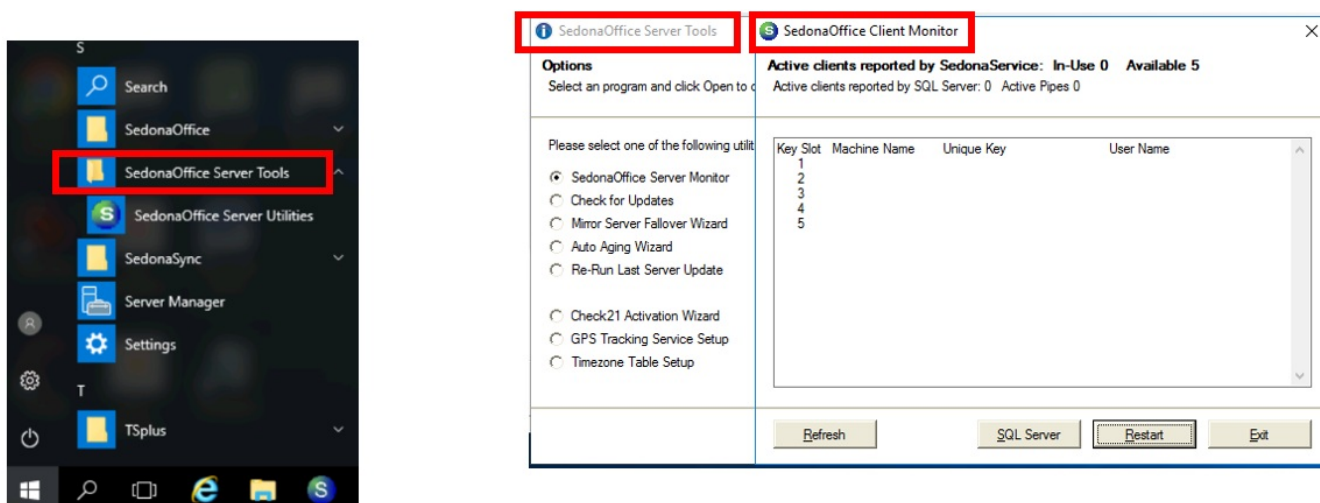


How To Access Sedona Office Client Tools Check Active Users - Server Monitor

06/03/2025 2:04 pm EDT

The following steps will display how many active Sedona Office users are logged in to Sedona Office

- Go to Windows > Sedona Office Server Tools > and open the Sedona Office Server Utility
- Click on Sedona Office Client monitor. This will display all users logged in to the Sedona Office.



- The combined number of In-Use + Available at the top represents the total license count.
- The Machine name will be the computer name of the user's workstations
- Unique Key will be a GUID (Generated User ID)
- User Name will be the SedonaOffice login of the use
- Refresh > Refreshes the info on the screen
- SQL Server > Should not be used (deprecated code)
- Restart > Restarts the SedonaService which will interrupt/kick all users out but they can immediately log back in
- Exit > Exits the application

If a customer ever reports that they have available licenses but unable to login and receiving a License Seat Maximum Exceeded Message, have them confirm on this screen any occupied licenses and press Restart.

- If no one is able to login - something has changed on the SQL server that has caused the Unique Program ID to change and thus invalidated the originally assigned License Key. They will need to have another license re-issued
- If only new users are unable to login - they have reached their limit and will need to be escalated to Sales for additional licensing.

Please Note: Customers are only afforded licensing on their production server unless authorized by their Account Manager/otherwise stated.

Migrations of servers are not covered by Support beyond providing a new license, any issues around New server setup, Test Server configuration, troubleshooting, etc those cases should also be escalated to Sales to quote for a Migration project.
