

# "You are not licensed to access this feature or have exceeded the number allowed by the license" when adding readers after OnGuard Enterprise system upgrade

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## Symptom

"You are not licensed to access this feature or have exceeded the number allowed by the license."

This error message will be displayed when attempting to add a reader immediately after an upgrade of an OnGuard Enterprise system to version 6.0.148 or Above. Additionally, the error will be present at all other servers within the Enterprise.

## Resolution

Verify the license file is correct by completing the following the steps:

- 1) Open License Administration. Click the **Start** button, then select **All Programs > OnGuard (Version) > License Administration**.
- 2) Log into License Administration, then select the OnGuard 2008 Enterprise license from the list.
- 3) Click [View] to view the details of the license.
- 4) In the **Access Control** section of the license file, there will be an entry labeled **Maximum Number of Readers in Enterprise**. Its value should be one of the following:
  - A full enterprise system will have a value of -1.
  - An enterprise light system will have a value of 512.
  - An enterprise small system will have a value of 128.

If this value is either zero or any value other than these values, contact the Lenel Systems Integration Group at 866-788-5095 or send an e-mail to [sig@carrier.com](mailto:sig@carrier.com) requesting a corrected license file.

## Applies To

OnGuard 2008 Enterprise (6.0.148) or Above

## Additional Information

This issue is due to a change in licensing options from versions of OnGuard prior to 6.0.148.

