"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@honeywell.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.