Error in System Administration: "The following feature is currently unavailable -- the maximum number of concurrent users for this feature has been reached"

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Symptom

When attempting to use a licensable feature in OnGuard, the following error may appear in System Administration.

"The following feature is currently unavailable -- the maximum number of concurrent users for this feature has been reached:
Image Capture (IMAGE_CAPTURE)"

The line containing "Image Capture (IMAGE_CAPTURE)" may vary, depending on the specific feature that is being accessed.

Resolution

As the error states, the licensable feature being used already has the maximum number of users accessing it.

There are two methods to follow to resolve this issue.

Method 1:

1) Launch License Administration. To do this, click the Start button, then select **All Programs** > **OnGuard** *<version>* > **License Administration**. Log into License Administration using the "admin" account.

2) In the **Installed Licenses** drop-down, select the license that is currently loaded, and then click [View].

3) Find the line item for the licensable feature that is affected, then click on the number in the **In Use/Max.** column.

4) In the Checkouts window that opens, choose a session that has the feature checked out, and click [Revoke]. Click [Close] to close the Checkouts window.

Method 2:

If the user using the feature can be determined, have the user close the feature to release the checkout for the feature. It may be necessary to log out of System Administration, then log back in, to fully release the checkout for the feature.

Applies To

OnGuard (All versions)

Additional Information

None