

# Flexnet phone activation hangs with a "Please Wait" message

Last Modified on 12/28/2021 11:10 am EST

## Symptom

When trying to activate a Flexnet license by phone in License Administration, the screen hangs after clicking [Activate by Phone] and **Please Wait** shows.

## Resolution

1. Restart the LS License Server.
2. Reopen License Administration and attempt to reactivate the license by phone. The activation should be successful.

## Applies To

OnGuard (All versions)

## Additional Information

---