

Cannot connect to license server from the client

Last Modified on 05/20/2025 10:20 am EDT

Symptom

Cannot connect to the License Server from the client. Confirmed correct License Server name or IP address. Port 8189 is open.

Resolution

Perform the following steps:

1. Log into License Administration.
2. Click [View Log].
3. Check if there are errors showing that the client's time is out of the sync. The errors will show the client's IP address.
4. Check local time, day, month, and year on the client. The wrong day, month, or year will prevent the client from connecting to the License Server.

Applies To

OnGuard (All versions)

Additional Information
