

# LS License server is crashing with error "Application connection with the license server is invalid. Most likely the license server was stopped and then restarted."

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## Symptom

The LS License server presents the following message before crashing:

"Application connection with the license server is invalid. Most likely the license server was stopped and then restarted."

The Event Viewer shows the following:

"login failed for User Lenel reason; failed to open the explicitly specified database...."

## Resolution

Multiple licenses are still in the license folder even after they are deleted using License Administration. To fix this issue:

1. Deleted all licenses directly from the folder.
2. Restart the License service.
3. Install the license.

## Applies To

OnGuard (All versions)

## Additional Information

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