

Clients Not Releasing Licenses

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Symptom

Clients are not releasing their client license after users log out of FCWnx.

Resolution

1. Enable Auto shut off for all clients.
2.
 1. Open **Administration**.
 2. Open the **Client form**.
 3. Search for the desired client and uncheck the **Enable Auto Shutdown** checkbox.
3. Disable thin client on all clients
4.
 1. Open **Administration**.
 2. Open the **Client form**.
 3. Search for the desired client.
 4. Under Thin Client Status, click **Disabled**.
5. Set FCWnx services to Manual on all clients
6.
 1. Open a command prompt or a Run box.
 2. Type the following:
services.msc
 3. Scroll down the FCWnx services and right-click on each service and select **Properties**.
 4. Select **Manual** in the Startup Type drop-down menu.
7. Make sure client is not hosting any controllers
8. Verify that the account has permissions to stop the FCWnx services.

Applies To

FCWnx

Additional Information
