License Server displays "Page cannot be displayed" when attempting to update an existing license file

Last Modified on 05/20/2025 9:53 am EDT

Symptom

License Server displays "Page cannot be displayed" when attempting to update an existing license file.

Resolution

- 1. Stop the License Server.
- 2. Delete the .lic files in the \OnGuard\LicenseServerConfig\Licenses folder.
- 3. Start the License Server service.
- 4. Log into License Administration, and then install the license file.

Applies To

OnGuard (All versions)

Additional Information

This issue can occur when there is a lock on the license file by the License Server or some other process.