

Too many users

How to resolve the error message 'There are too many users logged in, you have a X concurrent user license'.

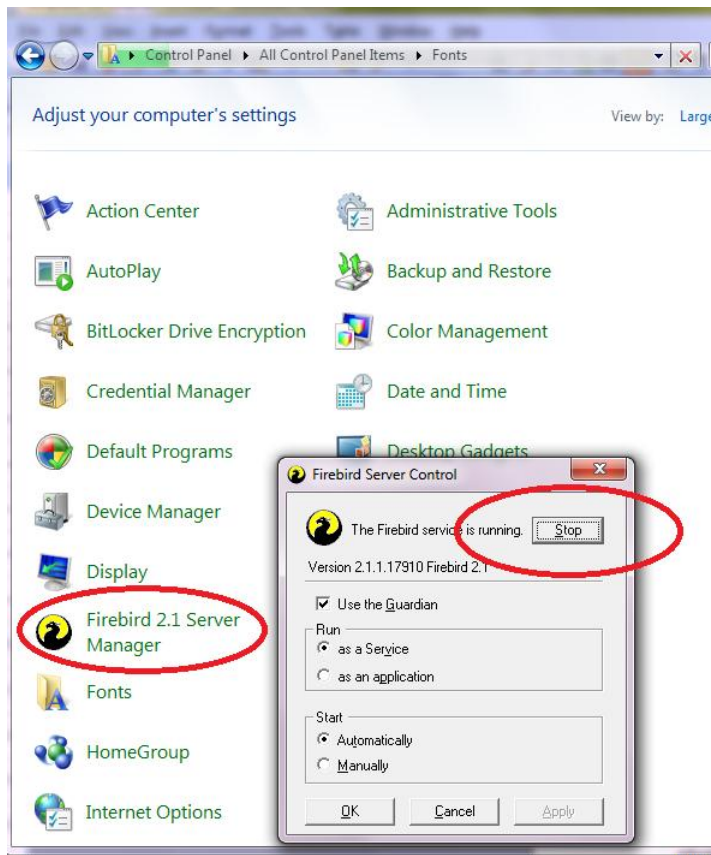
This issue occurs due abnormal disconnection to the database, e.g. a pc or application crash or a powercut. The connection is left open and is counted as one of the licenses.

There are 2 ways to resolve this issue:

- 1) Reboot the Server.
- 2) Stop and start the Firebird service.

With both options, all users using Volume will need to close the application.

To stop and start the Firebird service, go to Control Panel and double click on the Firebird Server Manager icon and click 'Stop'. Wait 10 – 15 seconds and then click the button again (it will now say 'Start').



After stopping and starting the Firebird service, volumeServer will need to be reloaded (if you have volumeServer2), as stopping the service will unload the server application. This can be achieved by reloading Volume on the server, logging in and then closing down or it can be reloaded directly from Start, All Programs, WatermarkTech.