



Licenses

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Free Trial Alert Message Appears

Problem Your system indicates that it is running in free-trial mode on your Administration site.

Possible Cause After deploying your system, it is automatically placed in free-trial mode.

Solution Install licenses to end free-trial mode. Refer to the "Managing Licenses" section of the online help and *Administration Guide* for more information.

Your Licenses Enter an Overage State

Problem You receive a license overage message.

Possible Cause Your license usage is exceeding the installed license number.

Solution Install a sufficient number of licenses to take usage to or below the number of installed licenses.

The Manage Licenses Button is Disabled

Problem The **Manage Licenses** button is disabled on the **User Licenses** page.

Possible Cause The ELM server or Tomcat server is down.

Solution Start ELM or Tomcat manually.

Possible Cause In a high-availability environment, your Administration site is running on a secondary virtual machine.

Solution Determine why your Administration site is running on your secondary virtual machine. Fix your primary system and get it back online as soon as possible.

Out-of-Date License Alert Message

Problem You receive an out-of-date license alert message.

Possible Cause Your system version and license version do not match.

Solution Make sure you have installed the latest license version.

Unable to Open Licensing Page

Problem You are unable to open the licensing page. You open the licensing page by signing into the Administration site, selecting **System**, and selecting View More in the Licensing section. This often occurs shortly after deployment of your system.

Possible Cause Cisco WebEx Meetings Server is not yet registered with Enterprise License Manager (ELM) or you have a licensing job running.

Solution Wait several minutes and sign back into your Administration site.

Your User License Page Shows Incorrect Information

Problem Your user license page shows the incorrect information.

Possible Cause Your system is not registered with ELM.

Solution Register your product with ELM. Refer to "Managing Licenses" in the online help and *Administration Guide* for more information.

Possible Cause Your system lost connection with the ELM server.

Solution Make sure your ELM and Tomcat servers are operating normally.