**Known License Issues.**

1. **License ’xxxx’ is already active for a different instance on the current machine.**

**Symptom**: This errors shows up for Episerver Relate+ 2R2 sites when there are multiple communities installed.

**Solution**: A hotfix is available i.e. #124397.

Another solution is to load a specific Relate license for each Community. In your web.config, configure <episerver.community>'s <site>-element for the Relate site to point to the license you want to use there, using the licenseFilePath attribute on the <site>-element. Use a non-default filename so that other sites don't find your Relate license and loads it.

1. **Multisite limit x has been reached.**

**Symptom**: This error normally shows up when there are more sites running than allowed in the license.

**Solution**: Make sure that you are NOT running more sites than allowed by looking in IIS instances. In case of multiple different sites installed on same webserver, make sure that each site has its own unique license. If a single license.config is used on all sites, then make sure that it has “X” number of sites allowed.

1. **LicenseException: An error occurred while loading the license file.**

**Symptom**: This error normally shows up when the license.config is corrupt or not readable by Episerver. This error can also occur if license.config has been modified and in that case it loses its digital signature. Another reason could be that user has “drag and drop” into webroot instead of “copy and paste”.

**Solution**: Make sure license.config is not modified. Make sure that license.config was “copy & paste” under webroot. Make sure that app pool user has access to license.config. Ask License Admin to regenerate the license.config and try that out.

1. **License violation! License is already in use at another online site.**

**Symptom**: A license.config is being in use more than allowed sites.

**Solution:** Make sure that each site has its own license.config or a shared license.config which has x number of sites allowed.

1. **Current version xxxx is newer than required version xxxx?**

**Symptom**: A license with wrong version (low/high) is being used. The license does not match the product version.

**Solution**: Open the license.config in an editor and look for version restriction element (From and To) and then compare it with Episerver.dll version in the site bin folder.

<Restriction>

<VersionRestriction From="XXXXXX" To="XXXXXX" Type="EPiServer.Licensing.RestrictionTypes.VersionRestriction, EPiServer.Licensing, Version=7.5.373.4, Culture=neutral, PublicKeyToken=8fe83dea738b45b7" />

 </Restriction>

1. **Server Limit ‘X’ has been reached.**

**Symptom**: Current cloud license is being used on more servers than allowed. If the license support two servers then it should NOT be used on more than two servers.

**Solution**: Make sure that license does NOT exceed the server limit. If you still see the same error then verify that you are NOT using the same service-bus between different environments (dev /Stage etc.).

1. **LicenseException: XXXXXXXXX is not a valid mac-address.**

**Symptom**: License is bound to MAC address which is NOT a valid address on that webserver.

**Solution**: Chose a valid MAC address from the webserver and bind the license. “**Bind license check**” tool is available under “Support” section on Episerver world with instructions. Using that tool one can see all valid IP/Mac addresses on a webserver. This tool works until CMS-5.

**Note**: There is another updated tool which works for CMS-6R2 and above called “License Check6”. Ask Developer Support for this tool (it’s available somewhere in Zendesk and Omnitracker.

1. **LicenseException: XXXXXXXXX is not a valid IP-address.**

**Symptom**: License is bound to an IP address which is NOT a valid address on that webserver.

**Solution**: Chose a valid IP address from the webserver and bind the license. “**Bind license check**” tool is available under “Support” section on Episerver world with instructions. Using that tool one can see all valid IP/Mac addresses on a webserver. This tool works until CMS-5.

**Note**: There is another updated tool which works for CMS-6R2 and above called “License Check6”. Ask Developer Support for this tool (it’s available somewhere in Zendesk and Omnitracker.

1. **License error: This slave site failed because of old master license information.**

**Symptom**: This error message is thrown when the site running master license has not updated the information stored in tblMasterSlave within 30 days.

**Solution**: Remove all the content in tblMasterSlave then restart the master site and surf against it. Then surf against the slave site(s).

1. **This slave site has no master license information** Or **This slave site failed when validating master license information.**

**Symptom**: The license error can occur if the master site has been down for a long time. It can also occur if you have moved the database and changed the connection string.

**Solution**: Remove all content in TblMasterSlave then restart the master and surf against it. Then do the same against the slave(s). Also check the following:

**Master License.config:**

<LicenseNumber>1234756</LicenseNumber>
<Enterprise>True</Enterprise>
<Master>True</Master>

**Slave License.config**:

<LicenseNumber>789102</LicenseNumber>
<Enterprise>True</Enterprise>
<SlaveTo>1234756</SlaveTo>

Make sure that **SlaveTo** points to correct master license ID. Also make sure that the account which you used to connect to database(s) has "**DBOwner**" access.

1. **Could not find any licenses for xxxxx**

**Symptom**: This error may occurs when the license file is installed but it actually doesn’t contain the correct production information. For example a site running CMS and Commerce but the installed license is only for CMS.

**Solution**: Make sure that license contains product information for all installed products. You should look all license elements in license.config file i.e.:

<License Name="EPiServer" xmlns="">

<License Name="EPiServer Commerce" xmlns="">

1. **[Activate] Failed to activate license site: The number of activated sites has reached the limitation of [xxxx] sites.**

**Symptom: It’s not possible to activate more sites in Admin mode as the limit is reached.**

1. **There is a license error on this site:**

**Unable to find a valid Community license on disk.**

**The Web site remains functional, but this message will be displayed until the license error has been corrected.**

**To correct this error:**

**Ensure that you have a valid license file for the site configuration.**

**Store the license file in the application directory or Licenses Folder.**

**If you do not have a license file please request one from EPiServer License Center.**

**Symptom: You see above error message.**

**Solution: Put an EPiServerCommunityLicense.config in the root folder of the site. License.config should be placed in the root folder of the site or where you point it in the licenseFilePath in episerver.config or in web.config.**

1. **Cloud license issue:**

**License error: This license is for URL** [**https://xxxxx.azurewebsites.net**](https://xxxxx.azurewebsites.net) **but the current site has URL** [**http://sitename.se**](http://sitename.se)**.**

**Solution: Change to a valid URL in Admin mode (either from Azure** [**https://xxxxx.azurewebsites.net**](https://xxxxx.azurewebsites.net) **or the one you have specified in Azure).**