

License Server User Guide

Version 3.0

User guide version: 16 June 2026

Check [this link](#) for any updates in an updated version of this guide.

For Visual Components 5.X Products

Contents

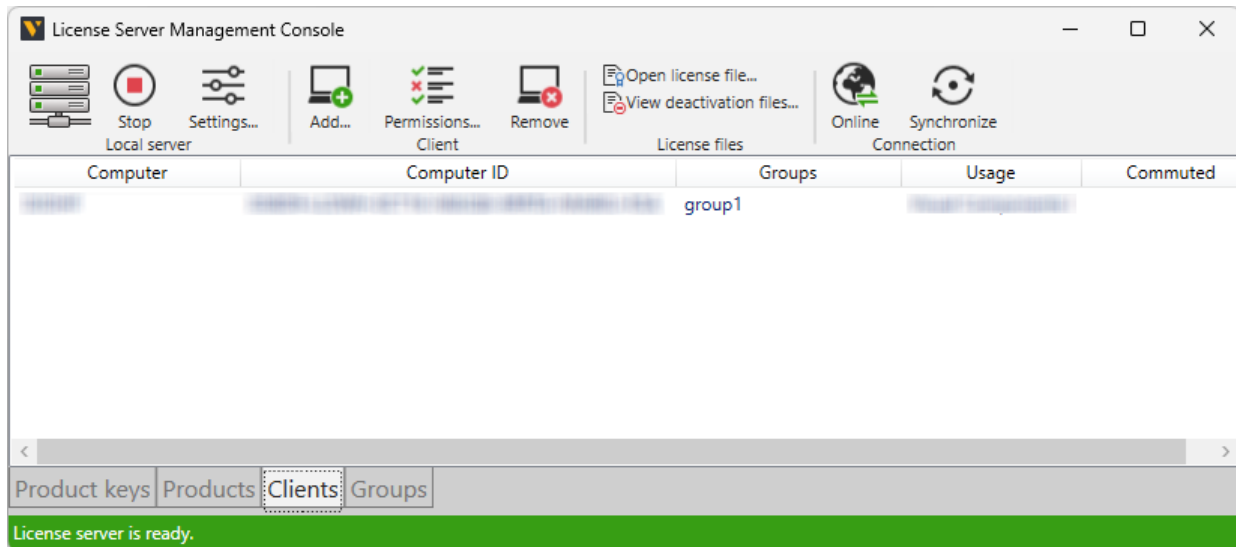
Introduction	4
Installation & Setup	4
Requirements	4
Installation Notes	5
Security	6
Portal Accounts	6
Installation Instructions	6
User Interface	7
Product Keys.....	8
Commands	8
Columns	9
Products	10
Commands	10
Columns	11
Clients.....	12
Commands	12
Columns	13
Groups	14
Commands	14
Columns	15
Product Keys	16
Sharing	16
Borrowing	17
Add a Product Key	17
Remove a Product Key	18
Activate a Product Key.....	19
Online Automatic Activation	19
Offline Manual Activation	19
Deactivate a Product Key	20
Online Automatic Deactivation	20
Offline Manual Deactivation	21
Renew a Product Key.....	22
Online Automatic Renewal	22
Offline Manual Renewal	23
Adjust Renewal Period	23
Verify Product Key Usage.....	24

Add a Client Computer.....	25
Edit Client Permissions.....	26
Client Groups.....	27
Groups based access control	27
Add a new group	28
Add group dialog properties	29
Edit a group.....	29
Remove a group.....	29
Edit Borrowing Limit.....	30
Receive Email Notifications.....	31
Troubleshooting	32
Tracing.....	32
Reloading	32
Common Cases	33

Introduction

IMPORTANT! License Server version 3.0 functions with Visual Components 5.X products. For older Visual Components products refer to the user guide for License Server version 2.1.2 available from visualcomponents.com/downloads/

The Visual Components License Server can be used to manage licenses on a network for users of all Visual Components products and compatible OEM products.



Installation & Setup

The installation of the license server is a straightforward process which will also upgrade an existing installation.

Requirements

Before you install the license server, verify that you have local administrator rights to install the license server on a computer. Your computer must be using one of the following operating systems:

- Windows 10
- Windows 11
- Windows Server 2016
- Windows Server 2019
- Windows Server 2022

Installation Notes

- To run the license server on your computer, during installation some dependency files and runtime libraries may be installed. If your computer has no Internet connection, the "Dependencies" folder included in the application download package must be included in the same folder as the license server installer.
- If your computer is using an older version of the license server, the installer can uninstall that version and transfer its product keys to the new server.
- When installing an update to a version of the license server, the installer will uninstall the previous version and transfer its product keys to the new server.
Note: An exception to this is that installing 3.X will not remove a 2.X installation.
- Network license server version 3.X and 2.X can be installed on the same computer to support using both Visual Components 5.X and 4.X products.
- If an activated product key is transferred from license server v1 to v2, the key is first deactivated and then reactivated on your computer.
- During installation, if the license server is unable to connect to the global Visual Components license server note the following steps:
 1. The installer will prompt you to manually upgrade product keys by generating an upgrade request file.
 2. You then need to use your product user account to upload the request file and manually generate a license file. Refer to the [Offline Manual Activation section](#).
 3. Finally, after completing installation you can run the license server and then use the **Open license file command** to upload the license file for upgrading transferred product keys.

Security

Online product key activation and deactivation synchronization uses HTTPS encrypted communication to contact a global Visual Components license server.

For Visual Components 5.0 or higher product keys:

- <https://license.visualcomponents.net>

In some cases, your license server might communicate with both global servers directly, or they communicate with one another to accommodate the request from your local server.

IMPORTANT! If online functionality is to be used, corporate firewalls and web proxies should not block nor prevent the connection your license server has to the global Visual Components license server(s).

Portal Accounts

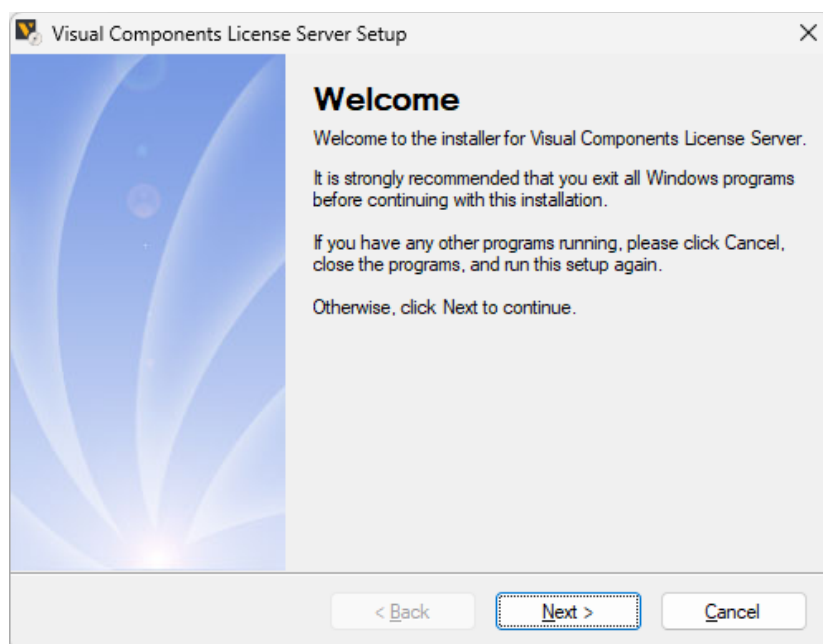
In some cases, you might need to sign into your portal account to handle licensing issues. For example, you might need to manually deactivate or activate product keys and upgrade licenses to work on a new license server.

For Visual Components 5.0 or higher product versions, go to:

- <https://license.visualcomponents.net>

Installation Instructions

1. Download the installer for the license server from visualcomponents.com/downloads/.



2. Run the installer, and then follow the steps offered by the Wizard to complete installation.
3. After completing installation, run the Visual Components License Server Manager.

User Interface

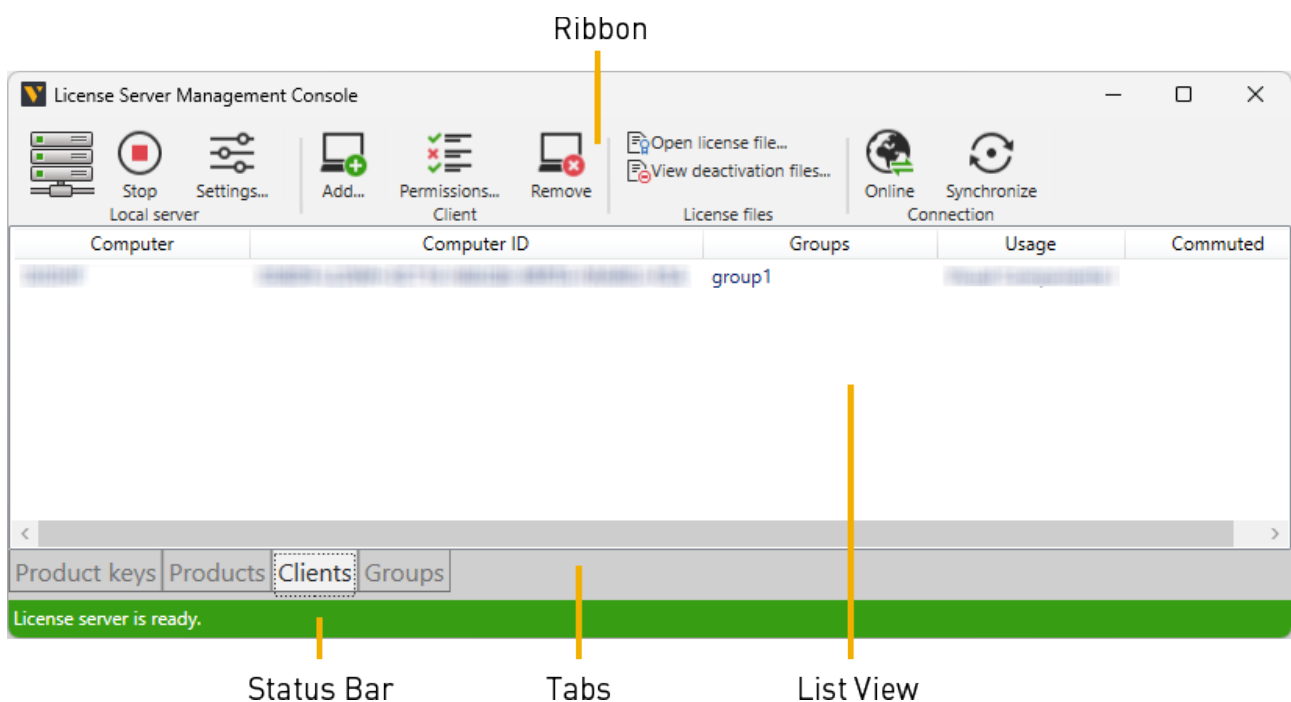
The workspace of the license server contains different views for managing licenses.

Ribbon. Commonly used commands.

Status Bar. Indicates the status of a license server.

Tabs. Different contexts and views of a license server.

List View. View of a license server database.

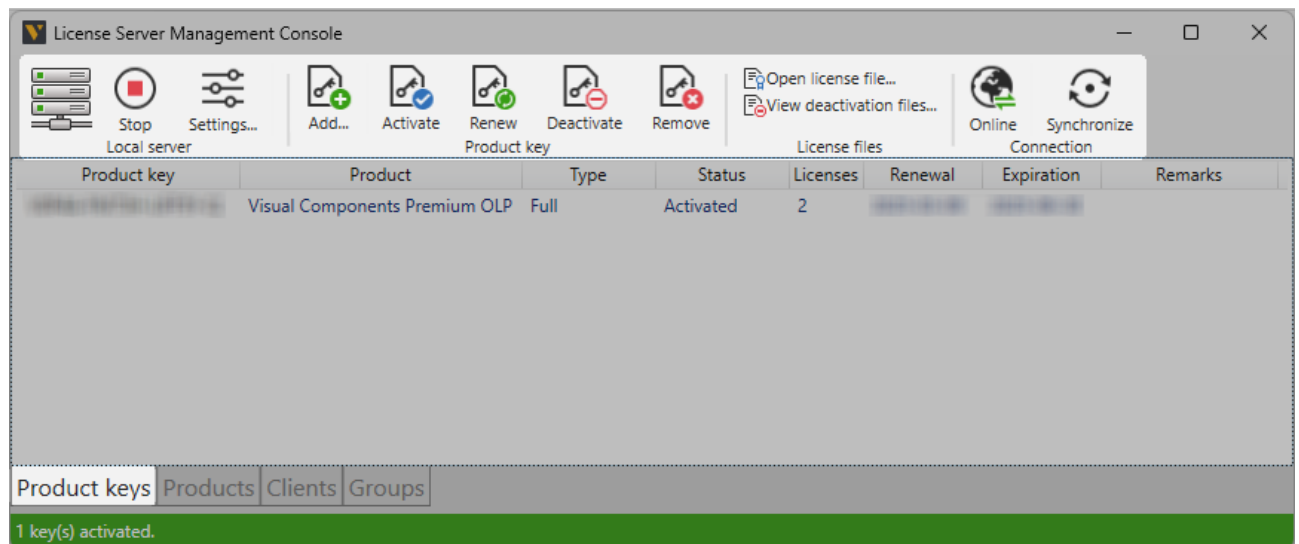


Product Keys

The Product keys tab displays a view for handling keys.

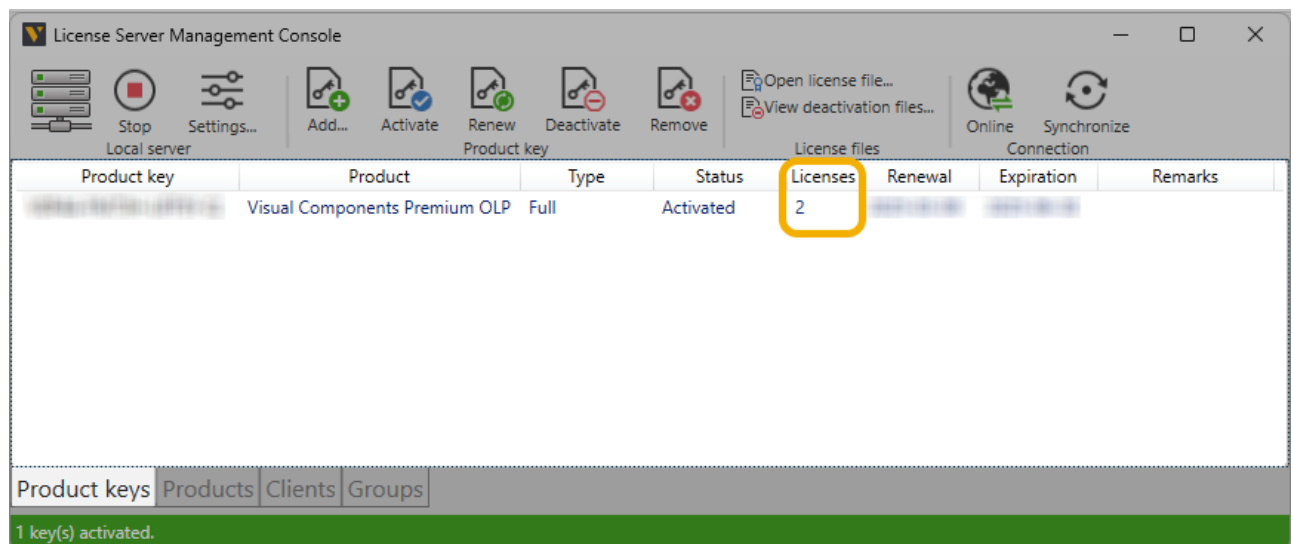
Commands

- **Start/Stop Local server** Turns on/off the license server.
- **Settings** Displays the license server settings.
- **Add** Allows you to add a product key to server.
- **Activate** Activates a selected key.
- **Deactivate** Deactivates a selected key.
- **Remove** Removes a selected key from the server. You should not remove a key that has a status of Activated. First, deactivate the key, and then remove it.
- **Open license file** Allows you to open a .dat file containing license information.
- **View deactivation files** Shows the Deactivations folder in File Explorer.
- **Online/Offline** Indicates if the license server is connected to the global Visual Components license server.
- **Synchronize** Syncs the license server with the global Visual Components license server and refreshes its database.



Columns

- **Product key** The product key.
- **Product** The name of product that can be used with a key.
- **Type** The type of key. Full is a complete license. Evaluation is a trial license.
- **Status** The status of a key. Not activated and Activation expired cannot be used by client. Activated can be used by a client.
- **Licenses** The number of licenses (seats) associated with a key.
Note: The reference to Licenses and seats here relates to the number of allowed simultaneous users of the product.
- **Renewal** The date of the next activation renewal date of a key.
- **Expiration** The expiration date of a key.
- **Remarks** Information on state of a key.

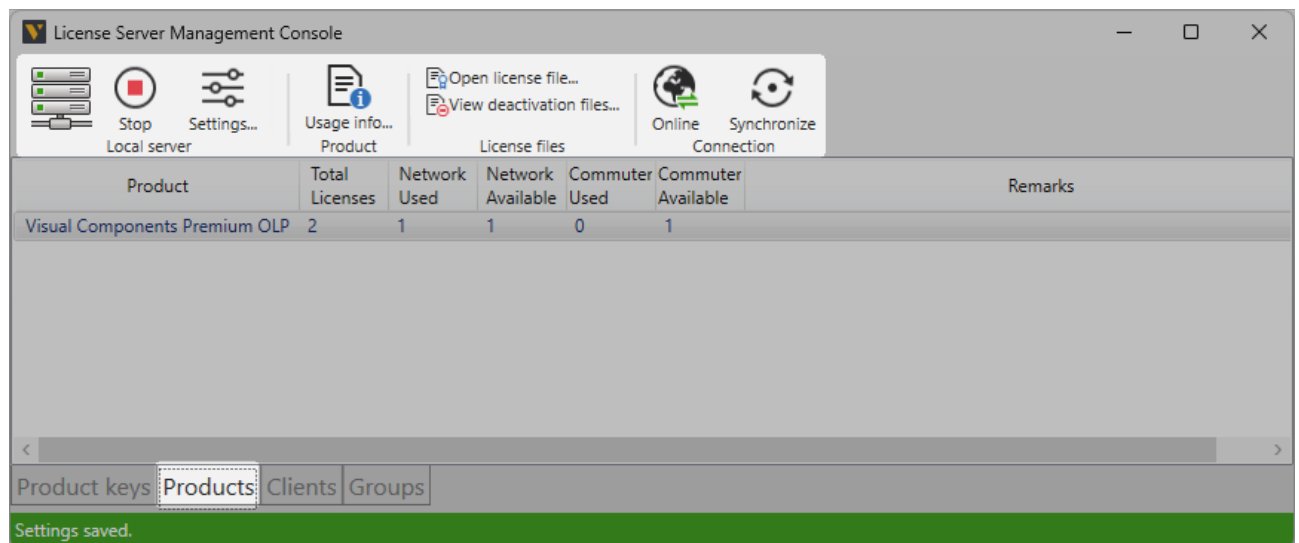


Products

The Products tab displays a view of product information including the amount of available licenses and usage by clients.

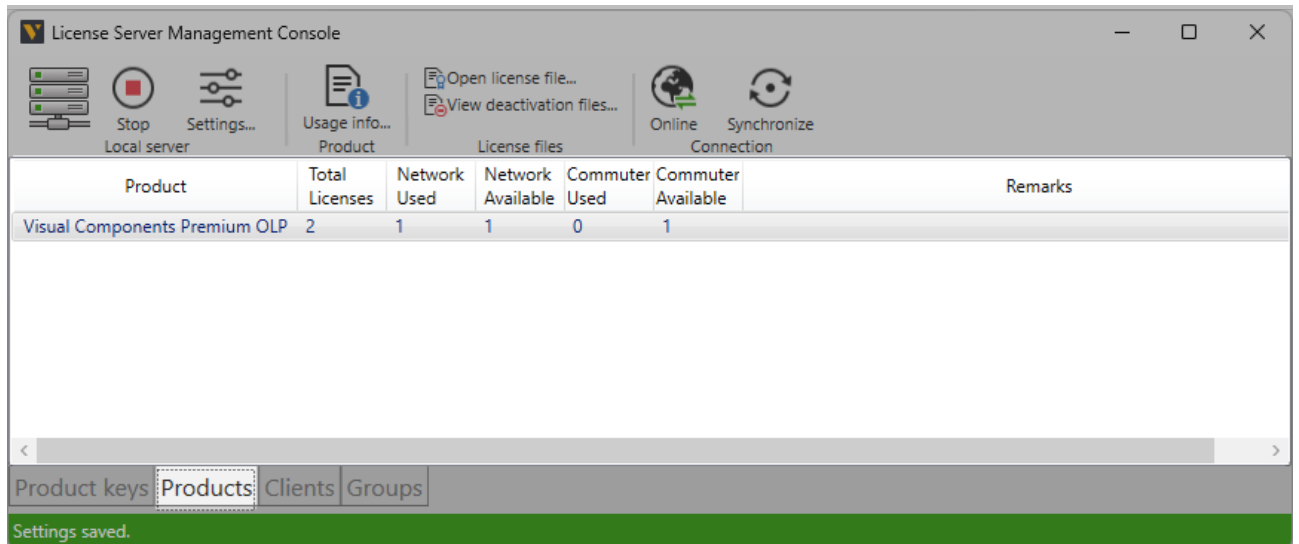
Commands

- **Start/Stop Local server** Turns on/off the license server.
- **Settings** Displays the license server settings.
- **Usage info** Shows the usage of a selected product by clients including borrowed licenses and their return dates.
- **Open license file** Allows you to open a .dat file containing license information.
- **View deactivation files** Shows the Deactivations folder in File Explorer.
- **Online/Offline** Indicates if a license server is connected to the global Visual Components license server.
- **Synchronize** Syncs the license server with the global Visual Components license server and refreshes its database.



Columns

- **Product** The name of a product that has one or more keys on the server.
- **Total Licenses** The total number of licenses for a product on the server.
- **Network Used** The number of licenses for a product being used by clients.
- **Network Available** The number of licenses for a product that can be used by clients.
- **Commuter Used** The number of licenses for a product that being borrowed by clients.
- **Commuter Available** The number of licenses for a product that can be borrowed by clients.
- **Remarks** Information on the state of a product and its usage.



The screenshot shows the 'License Server Management Console' window. It features a toolbar with icons for 'Stop Local server', 'Settings...', 'Usage info... Product', 'Open license file...', 'View deactivation files...', 'Online Connection', and 'Synchronize'. Below the toolbar is a table with the following data:

Product	Total Licenses	Network Used	Network Available	Commuter Used	Commuter Available	Remarks
Visual Components Premium OLP	2	1	1	0	1	

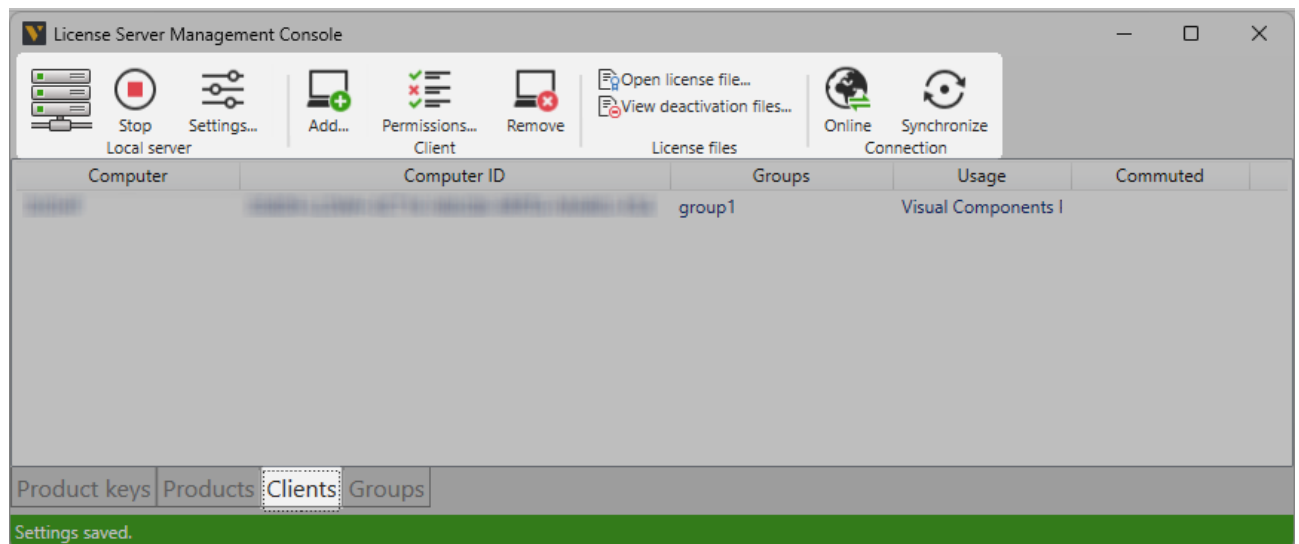
At the bottom of the window, there is a tabbed interface with 'Product keys', 'Products' (selected), 'Clients', and 'Groups'. A green status bar at the very bottom indicates 'Settings saved.'

Clients

The Clients tab displays a view about client computers of the license server.

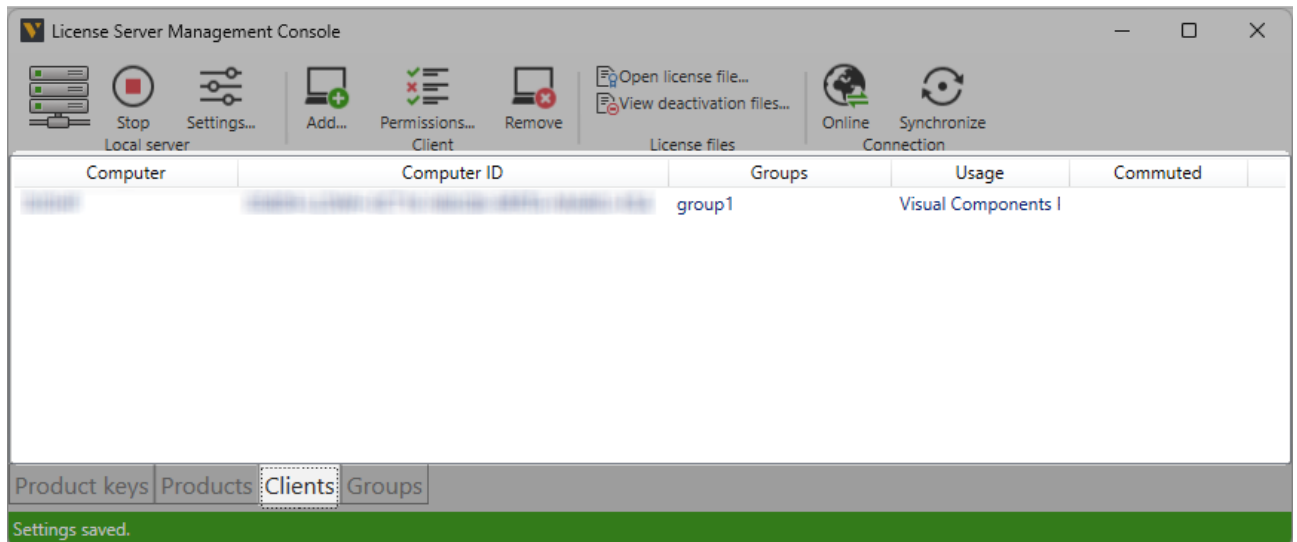
Commands

- **Start/Stop Local server** Turns on/off the license server.
- **Settings** Displays the license server settings.
- **Add** Allows you to add a new client computer to a server. Generally, this is done before a client connects to the server for the first time.
- **Permissions** Allows you to define the rights of a selected client to use licenses for products supported by the server.
- **Remove** Removes a selected client from the server. You cannot remove a client that is using a license, nor should you remove a client that is borrowing a license.
- **Open license file** Allows you to open a .dat file containing license information.
- **View deactivation files** Shows the Deactivations folder in File Explorer.
- **Online/Offline** Indicates if a license server is connected to the global Visual Components license server.
- **Synchronize** Syncs the license server with the global Visual Components license server and refreshes its database.



Columns

- **Computer** The name of a client computer.
- **Computer ID** The id of a client computer.
- **Groups** The groups that the client belongs to.
- **Usage** If client is using a license indicates the product of that license.
- **Commuted** If a client borrows a license, it indicates the product of that license.

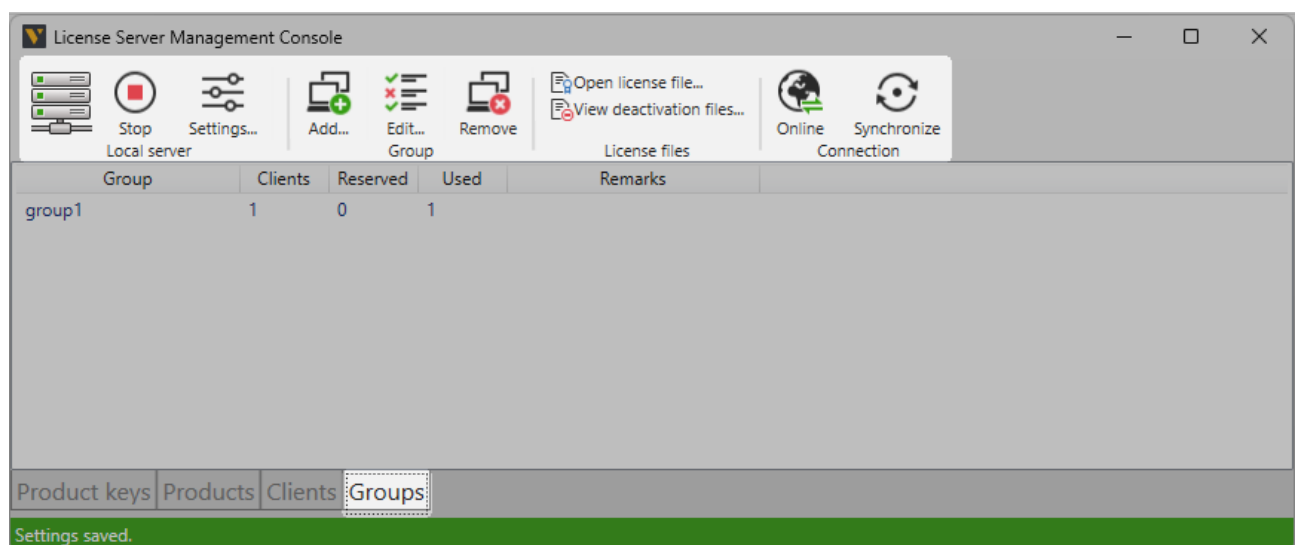


Groups

The Groups tab displays a view about client groups of the license server.

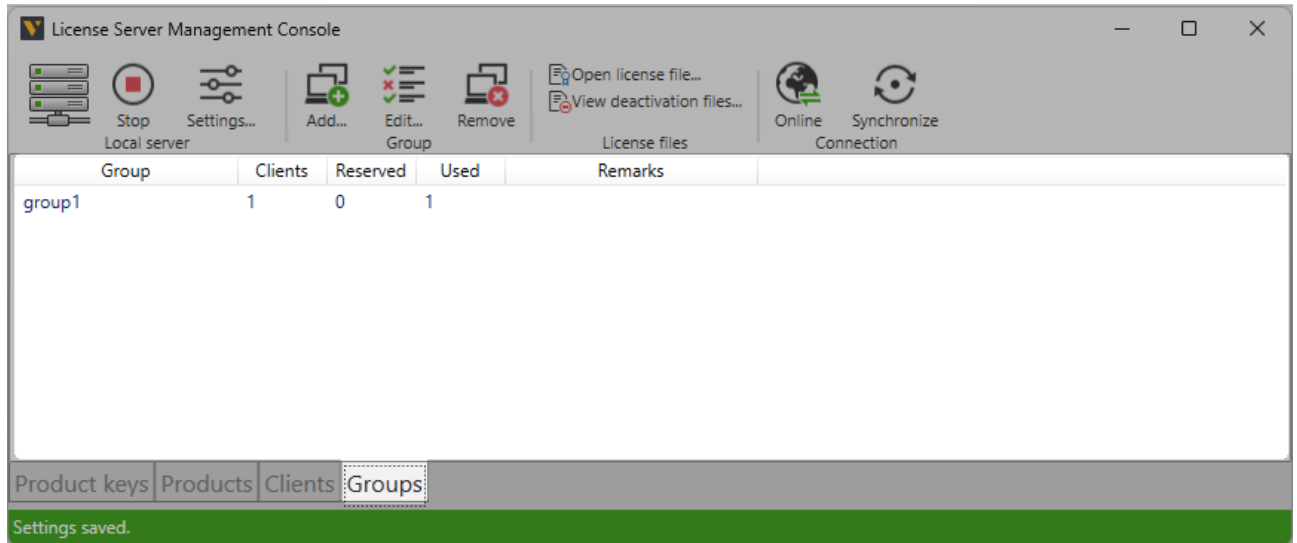
Commands

- **Start/Stop Local server** Turns on/off the license server.
- **Settings** Displays the license server settings.
- **Add** Allows you to add a new client group to server, set the clients into this group and define the products that can be accessed by the clients in this group.
- **Edit** Allows you to edit the selected client group.
- **Remove** Removes a selected client group from the server.
- **Open license file** Allows you to open a .dat file containing license information.
- **View deactivation files** Shows the Deactivations folder in File Explorer.
- **Online/Offline** Indicates if a license server is connected to the global Visual Components license server.
- **Synchronize** Syncs the license server with the global Visual Components license server and refreshes its database.



Columns

- **Group** The name of a client group.
- **Clients** The number of clients in the group.
- **Reserved** The number of reserved seats (licenses) for the clients in the group.
- **Used** The number of seats (licenses) taken by clients.
- **Remarks** Information on state of a client group.



Product Keys

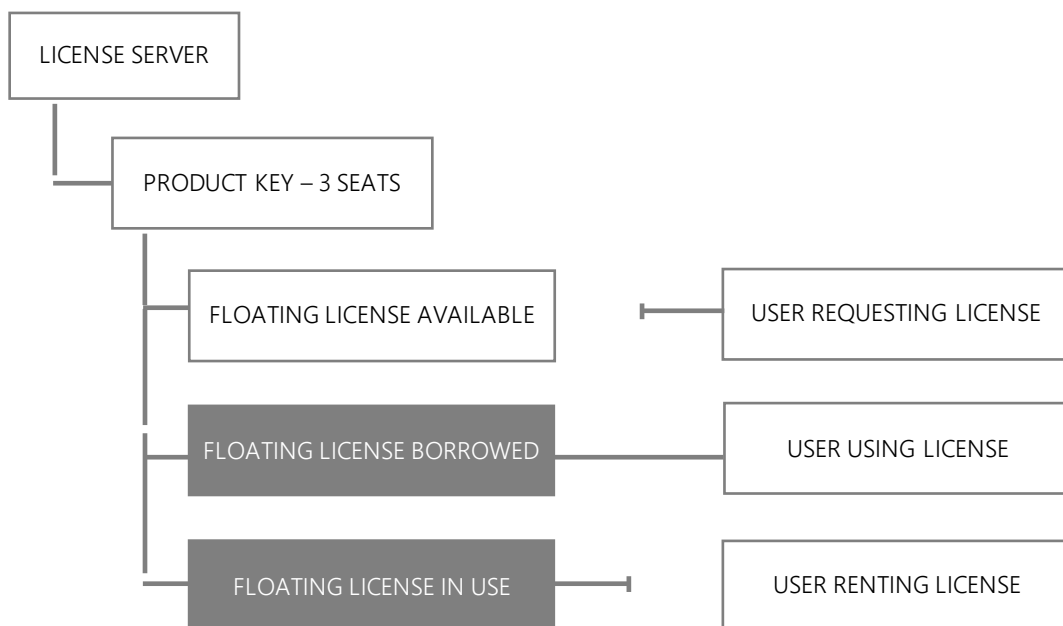
The license server supports both product and add-on keys.

- A product key allows you to use a Visual Components product.
- An add-on key allows you to use a plugin or additional services in a Visual Components product.

In some cases, Visual Components or an OEM may license an add-on. In other cases, the concept of licensing add-ons is resolved by upgrading a product key, thereby removing the need for having an add-on key. In all cases, it depends on what product keys are managed by your server and the products used by its clients.

A product key contains one or more floating licenses that can be shared online or borrowed by users for offline use. A floating license is known as a seat, so a product key with 10 seats means that up to 10 users can use that product key at a given time.

Note: The total amount of licenses (seats) is defined as part of the license purchasing process.



Sharing

Sharing a license occurs when a user connects to a license server and then uses an available license with a Visual Components product. Once a user stops using a Visual Components product, the license is reclaimed and becomes available for other users connected to the same license server.

Borrowing

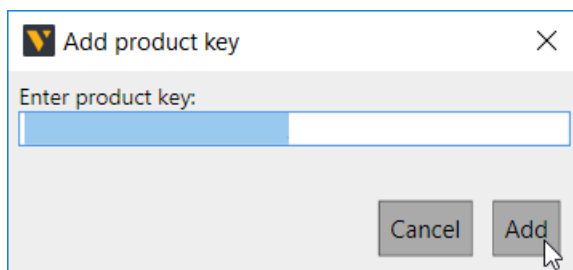
Borrowing a license (seat) occurs when a user connects to a license server and checks out an available license from the server for a certain number of days to use offline with a Visual Components product and then disconnects from the server. The borrowed license remains unavailable on the server until the user reconnects to the server and then returns or checks in the license. Borrowing a license is also known as commuting. If a client needs to know how to borrow a license from the server, refer to the *Network License* section of the [Visual Components User Guide](#).

Note: A network license product key can have multiple licenses (seats) and borrowing only uses one of those licenses.

Add a Product Key

The license server allows you to add product keys containing floating licenses. The number of licenses (seats) in a product key affects how many clients can use the product key at any given time.

1. In the **Product keys** tab, click Add.
2. In the **Add product key** dialog, **Enter product key** box, type or paste the 16-digit product key you want to add to the server, and then click **Add**.

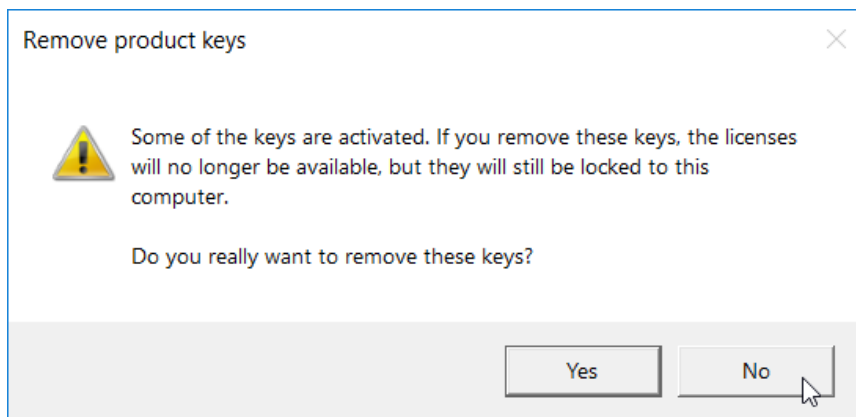


3. Verify the product key you added is listed in the license server.

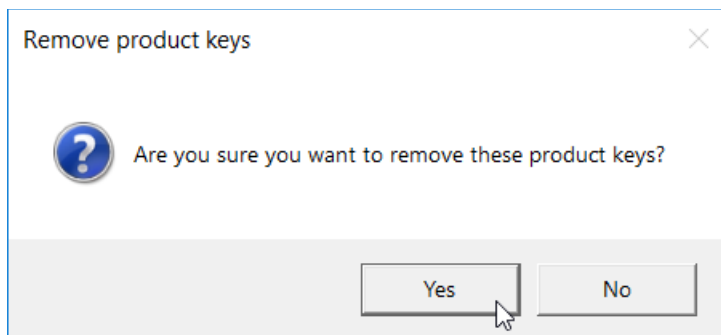
Remove a Product Key

The license server allows you to remove any added product keys. In most cases, we recommend that you deactivate a product key before removing it from a license server. That allows a key to be added and used with a license server on another computer.

1. In the **Product keys** tab, select the listed product key you want to remove from the server and click **Remove**.
2. On the **Product keys** tab, in the **Product key** group, click **Remove**.
3. If you are prompted to deactivate a selected license, do one of the following:
 - To remove the license without deactivating it, click **Yes**.
 - To deactivate the license before removing it, click **No**, and then deactivate the product key before repeating step 1 of this workflow.



4. In the Remove product keys dialog, click **Yes**.



5. Verify the product key is not listed on the license server.

Activate a Product Key

The license server allows you to activate an added product key.

Online Automatic Activation

Automatic product key activation requires a license server be connected to the global Visual Components license server(s).

1. Click the **Product keys** tab and select the listed product key you want to activate on the server.
2. In the **Connection** group, verify the license server is online and click **Activate**.

Note: If a selected product key is not activated, verify the product key has not expired and the website for your portal account is not down or undergoing maintenance.

Offline Manual Activation

Manual product key activation requires you to generate an activation request file in a license server and then upload and activate that file using the portal website.

1. In the license server application, click the **Product keys** tab, and then select the listed product key you want to activate on the server.
2. On the **Product keys** tab, click **Activate**, and then save the activation request file, but DO NOT rename it.
3. Then open a web browser and then go to the website associated with your product key and portal account. Refer to the [Portal Accounts](#) section for the relevant links.
4. Log in to your portal account, and on the Welcome page or Ribbon of the website, click **Manual Licensing**.
5. On the **Manual Licensing** page, upload the activation request file.
6. Click **Confirm** to generate an activated license file.
7. Click **Download file** to save the license file.
8. Then on your license server, in the **Product keys** tab, click **Open license file**, and open the downloaded license file for your product key.

Deactivate a Product Key

The license server allows you to deactivate an added product key. Before you deactivate a product key, ensure that all floating (network) and borrowed (commuter) licenses for that product key are not being used by clients of the server.

Online Automatic Deactivation

Automatic product key deactivation requires a license server to be connected to the global Visual Components license server(s).

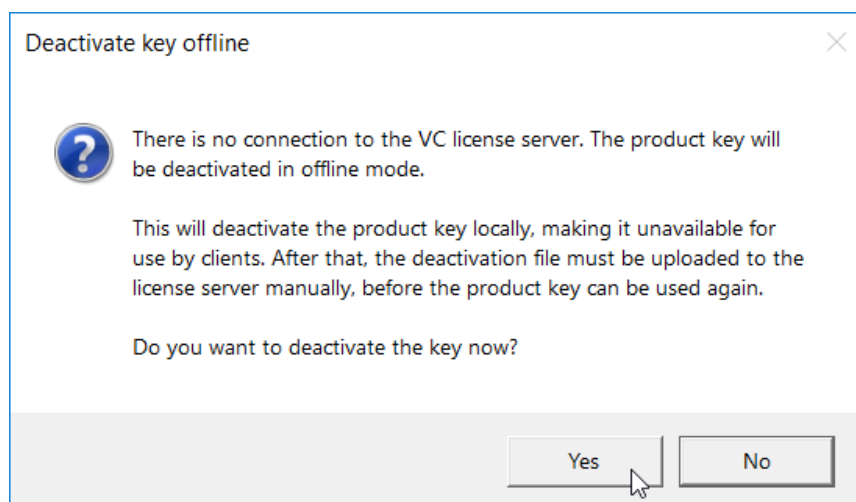
1. In the **Product keys** tab, select the listed product key you want to deactivate on the server.
2. On the Product keys tab, in the Connection group, verify the license server is online and click **Deactivate**.

Note: If a selected product key is not deactivated, verify the product key has not expired and the website for your portal account is not currently down or undergoing maintenance.

Offline Manual Deactivation

Manual product key deactivation requires you to generate a deactivation request file in a license server and then upload that file using the portal website.

1. In the license server application, click the **Product keys** tab, and then select the listed product key you want to deactivate on the server.
2. On the **Product keys** tab, in the **Product key** group, click **Deactivate**, and then save the deactivation request file but DO NOT rename it.
3. Then open a web browser and go to the website associated with your product key and portal account. Refer to the [Portal Accounts](#) section for the relevant links.
4. Log in to your portal account, and then on the Welcome page or Ribbon of the website, click **Manual Licensing**.
5. On the **Manual Licensing** page, upload the deactivation request file.
6. Click **Confirm** to generate a deactivation permission file.
7. Click **Download file** to save the permission file.
8. Then on your license server, click the **Product keys** tab, and then in the **License files** group, click **Open license file**, and then open the downloaded deactivation permission file for your product key.
9. On the **Product keys** tab, in the **Product key** group, click **Deactivate**, and then click **Yes** to deactivate the product key locally and generate a deactivated license file and then save the file.



10. Then open a web browser and go to the website associated with your product key and portal account. Refer to the [Portal Accounts](#) section for the relevant links.
11. Log in to your portal account, and then on the Welcome page or Ribbon of the website, click **Manual Licensing**.
12. On the **Manual Licensing** page, upload the deactivated license file.
13. Then click **Confirm** to unlock the license from the computer hosting the local license server.

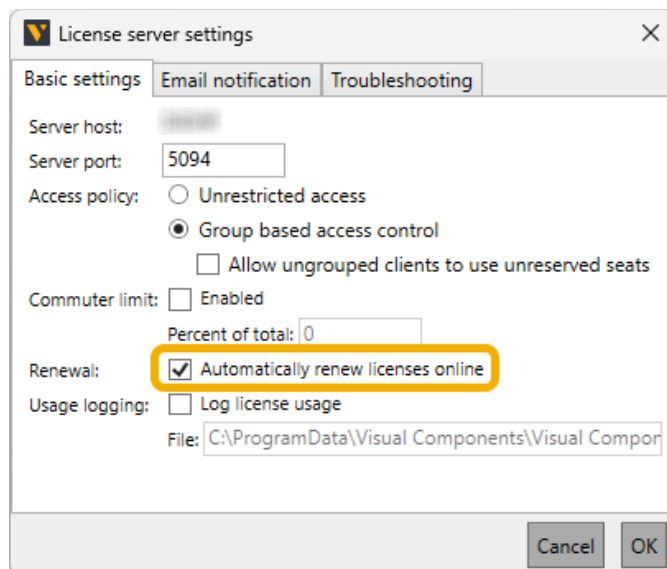
Renew a Product Key

The license server allows you to renew added product keys at least 14 days before the activation ends. Check the date from the [Renewal column](#).

Online Automatic Renewal

The license server can try to renew a product key automatically if the renewal date of the key is coming due within the renewal period of your server.

1. On the **Ribbon** click **Settings**.
2. In the License server settings dialog, Basic settings tab, Renewal field, select the Automatically renew licenses online check box, and then click OK.



Offline Manual Renewal

The license server can try to renew a product key automatically if the renewal date of the key is coming due within the renewal period of your server.

1. In the license server application, select the product key you want to renew.
2. On the **Product keys** tab, click **Renew**, and then save the file but DO NOT rename it.
3. Then open a web browser and go to the website associated with your product key and portal account. Refer to the [Portal Accounts](#) section for the relevant links.
4. Log in to your portal account, and then on the Welcome page or Ribbon of the website, click **Manual Licensing**.
5. On the **Manual Licensing** page, upload the file generated from the local license server.
6. Click **Confirm** to generate a new license file from the portal account.
7. Click **Download file** to save the license file.
8. On your license server, click the **Product keys** tab, click **Open license file**, and then open the downloaded license file for your product key.

Adjust Renewal Period

The default renewal period for a license server is 14 days. You can configure the server to use a renewal period that is less than, but not greater than 14 days. This can be accomplished by editing the config file of the computer hosting your license server.

1. Edit at least one setting on the license server.
2. In the file system of the computer in the following directory
C:\windows\Microsoft.NET\Framework\v4.0.30319\Config
find and open the machine.config file in a text editor.
3. In your text editor, find **<visualcomponents.licensor.localserver.3.0>** and then for its child element **<licenseServerSetting>** add an **autoRenewLicensePeriod** attribute that is assigned the number of days before a license expires in which the server should try to renew that license.

```
<visualcomponents.licensor.localserver.3.0>
```

```
<licenseServerSettings
fileUpdateInterval="15"
defaultFeatureClientGrantLicense="true"
maximumCommuterLicensePercentage="-1"
licenseFilePath="C:\ProgramData\Visual Components\Visual Components
License Server 3.0\lservc.dat"
autoRenewLicensePeriod="5" />
</visualcomponents.licensor.localserver.3.0>
```

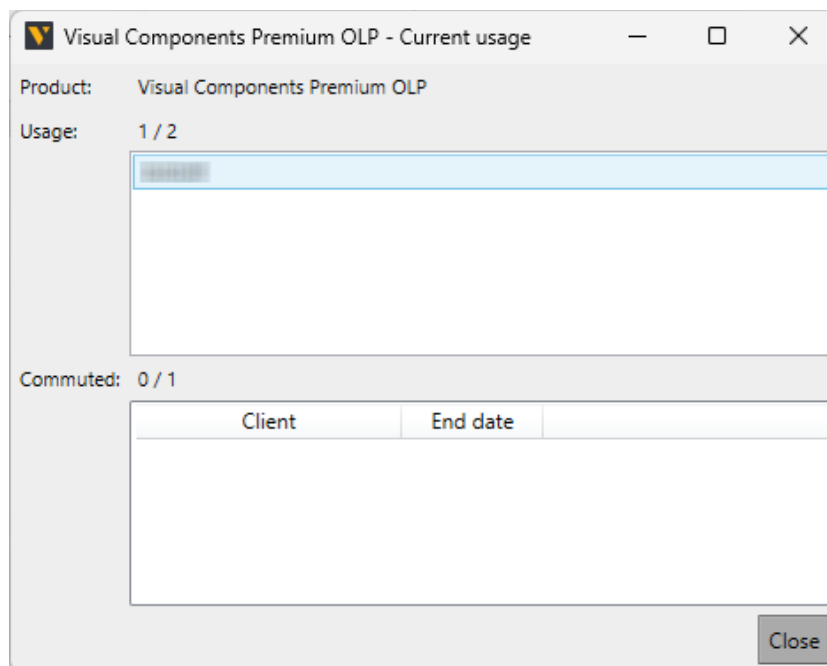
4. Save any changes made to the file and restart your license server.

Verify Product Key Usage

The license server allows you to track and monitor the usage of licenses in a product key.

Note: Keys for older products will not provide detailed information about usage and check-out history.

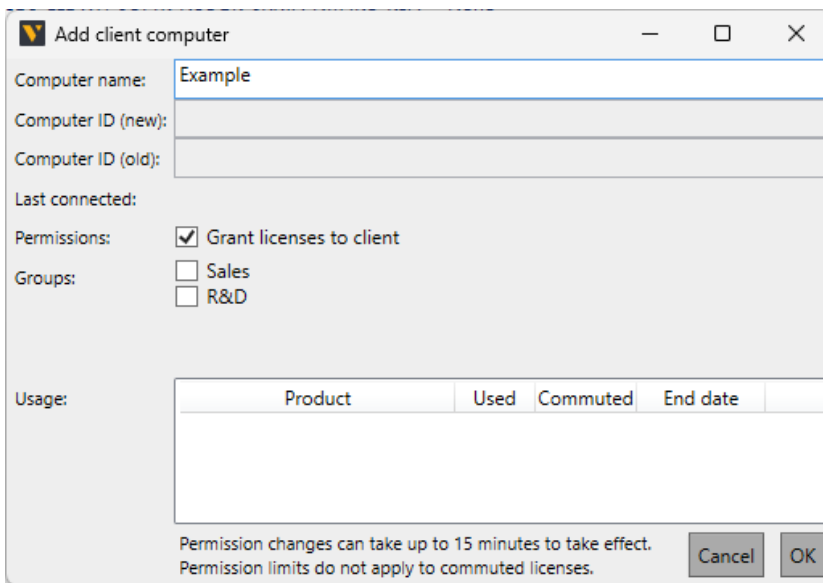
1. Click the **Products** tab, and then select the listed product you want to review on the server.
2. On the **Products** tab, in the **Product** group, click **Usage info**.



Add a Client Computer

The license server allows you to add client computers that request licenses from the server to use with products.

1. On the **Clients** tab, click **Add**.
2. In the **Add client computer** dialog, set the **Computer name** and **Permissions** fields, and then click **OK**.
3. If **Grant licenses to client** is not checked, all the client's permissions are overridden to block the access for the client.



Add client computer

Computer name:

Computer ID (new):

Computer ID (old):

Last connected:

Permissions: ☒ Grant licenses to client

Groups: ☐ Sales ☐ R&D

Usage:

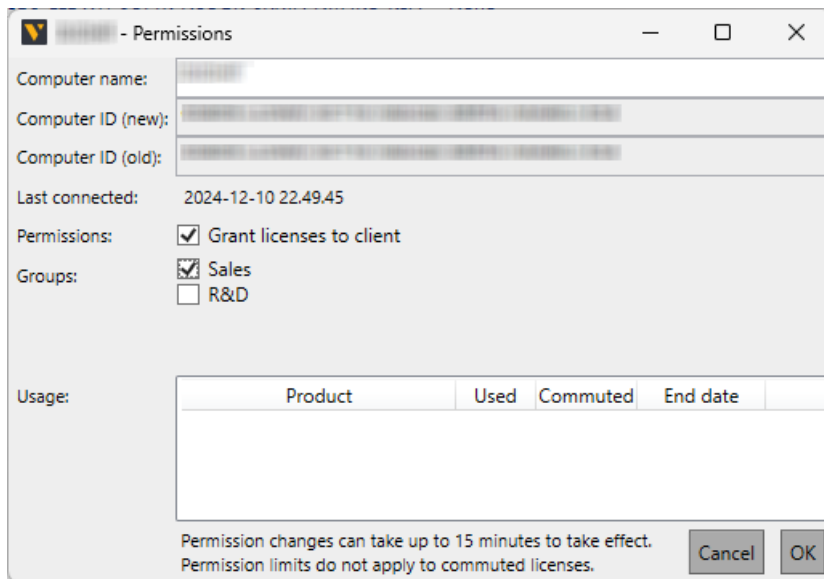
Product	Used	Commuted	End date

Permission changes can take up to 15 minutes to take effect.
Permission limits do not apply to commuted licenses.

Edit Client Permissions

The license server allows you to view the history of an added client computer and manage the usage of product keys by that client.

1. In the **Clients** tab select the listed client that you want to review on the server and click **Permissions**.
2. On the **Clients** tab, in the **Client** group, click **Permissions**.
3. In the **Permissions** dialog, edit the **Computer name**.
4. Set the **Permissions** and **Groups** fields. If **Grant licenses to client** is not checked, all the client's permissions are overridden to block the access for the client.
5. Click **OK**.
6. Verify the permissions of the selected client are updated in the server.



Permissions

Computer name:

Computer ID (new):

Computer ID (old):

Last connected: 2024-12-10 22:49:45

Permissions: ☒ Grant licenses to client

Groups: ☒ Sales ☐ R&D

Usage:

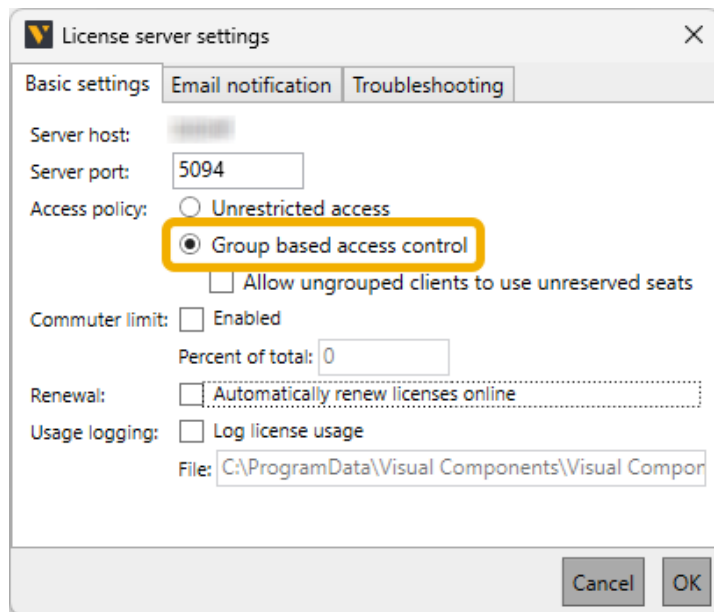
Product	Used	Commuted	End date

Permission changes can take up to 15 minutes to take effect.
Permission limits do not apply to commuted licenses.

Client Groups

Groups based access control

The license server allows you to manage access to available licenses on the server by client grouping. To enable group-based access management, the License server settings must have the **Access policy** as **Group based access control**.

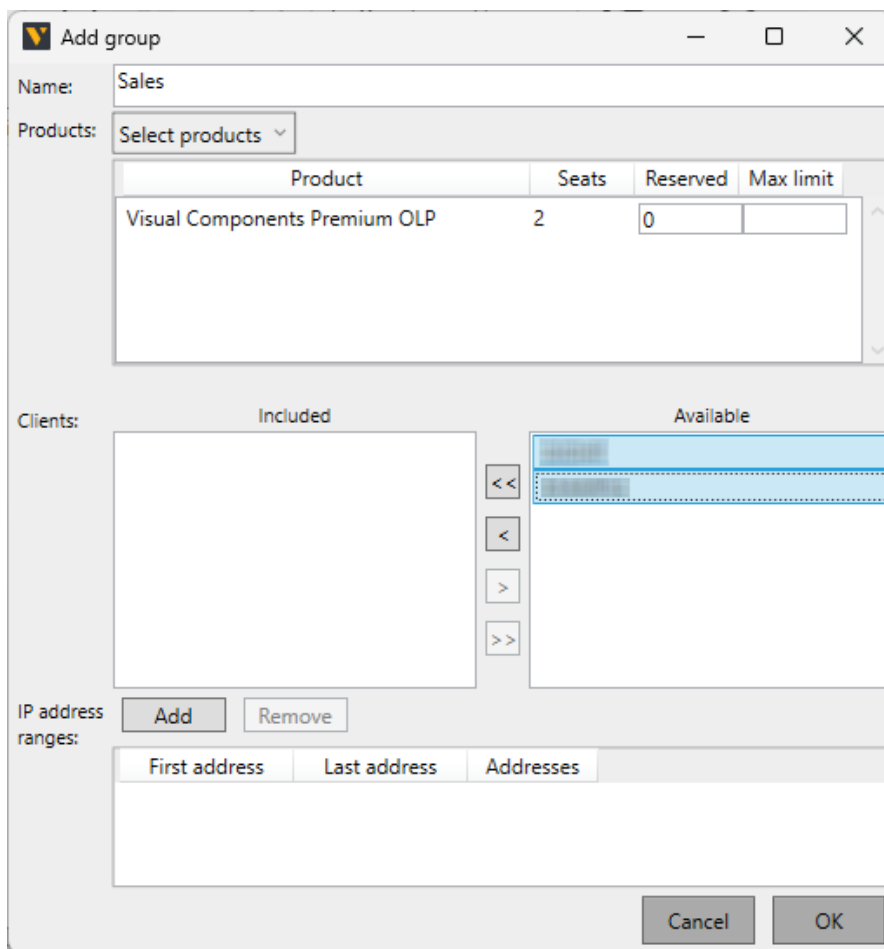


If **Access policy** is defined as **Unrestricted access**, all clients in the network could have access to the licenses on the network license server, regardless of the settings defined by the grouping.

Add a new group

You can add a new client group and define the products that the clients in that group can access. You can also define the maximum amount of seats (licenses) for each product.

1. On the **Groups** tab, click **Add**.
2. In the **Add group** dialog, set the **Name** for the client group.
3. Select product(s) using the **Select products** drop-down list.
4. Define the number of **Reserved** seats and **Max limit** of seats for each product.
5. Set the **Clients** by selecting computers from the **Available** list and then move them to **Included** list by clicking **left arrow (<)**. You can move all clients with **double left arrow (<<)**.
6. Then click **OK**.



Add group

Name: Sales

Products: Select products ▼

Product	Seats	Reserved	Max limit
Visual Components Premium OLP	2	0	

Clients:

Included

Available

<<
<
>
>>

IP address ranges: Add Remove

First address	Last address	Addresses
---------------	--------------	-----------

Cancel OK

Add group dialog properties

- **Name:** The name of the client group.
- **Products:** Available products with a license.
- **Product:** Product name.
- **Seats:** Available number of seats for the product
- **Reserved:** Reserved number seats for the clients in the group.
- **Max limit:** The max number of seats that is reserved for the clients in the group
- **Clients:** List of available clients that can be included in the group.
- **IP address ranges:** IP address range that can be added to the group.

Edit a group

1. Do one of the following:
 - a. On the **Groups** tab, double-click on a group to edit it.
 - or
 - b. On the **Groups** tab, select a group. Then in the **Group** group, click **Edit**.
2. In the **<GroupName> - Settings** dialog, edit the **Name** of the client group.
3. Select or deselect product(s) from the **Select products** drop-down list.
4. Define number of **Reserved** seats and **Max limit** of seats for each product.
5. Add the **Clients** by selecting computers from the **Available** list and then moving them to **Included** list by clicking **left arrow (<)**.
6. Remove clients by selecting computers from the **Included** list and then move them to **Available** list by clicking **right arrow (>)**.
7. Then click **OK**.

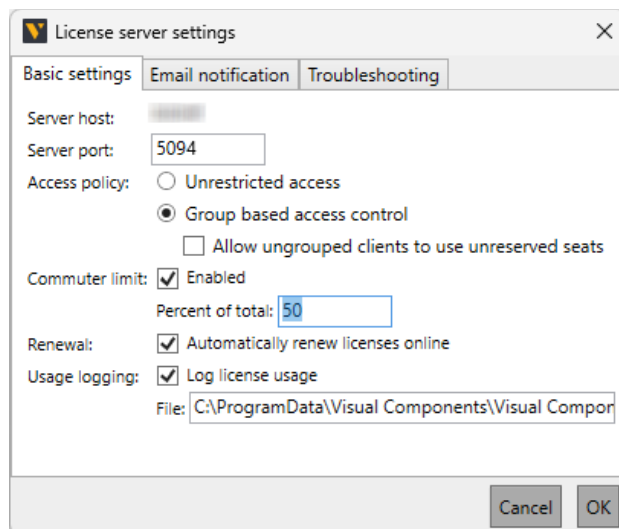
Remove a group

On the **Groups** tab, select a group and click **Remove**.

Edit Borrowing Limit

The license sever allows you to limit the total amount of licenses that can be borrowed by clients based on a percentage. That is, you can limit the amount of licenses that can be checked out from the server at any given time. A limit of 0 percent prevents all clients from borrowing licenses, whereas a limit of 100 percent enables all licenses to be checked out from the server.

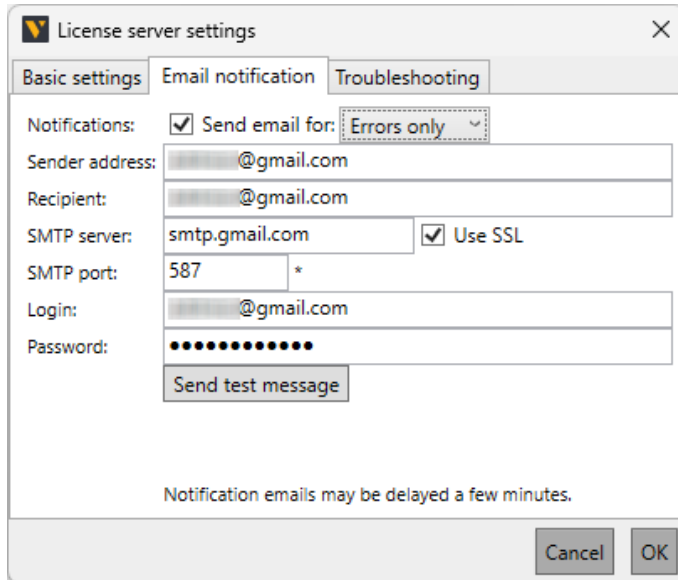
1. On the ribbon, in the **Local server** group, click **Settings**.
2. In the **License server settings** dialog, **Basic settings** tab, **Commuter limit** field, select the **Enabled** check box, and then set the **Percent of total** to be the percentage of total amount of licenses on the server that you want to make available for borrowing, and then click **OK**.



Receive Email Notifications

The license server allows you to receive emails about events, for example errors and warnings.

1. On the ribbon, in the **Local server** group, click **Settings**.
2. In the License server settings dialog, click the Email notification tab.
3. For **Notifications**, select the **Send email for:** check box, and then choose the type of event that will trigger an email.
4. Complete the remaining fields, and then send and verify a test message, and then click **OK**.



The screenshot shows the 'License server settings' dialog box with the 'Email notification' tab selected. The 'Notifications' section has the 'Send email for:' checkbox checked and a dropdown menu set to 'Errors only'. The 'Sender address' field contains '@gmail.com', and the 'Recipient' field also contains '@gmail.com'. The 'SMTP server' field contains 'smtp.gmail.com' and the 'Use SSL' checkbox is checked. The 'SMTP port' field contains '587' with a '*' icon to its right. The 'Login' field contains '@gmail.com' and the 'Password' field is masked with dots. A 'Send test message' button is located below the password field. At the bottom of the dialog, there is a note: 'Notification emails may be delayed a few minutes.' and 'Cancel' and 'OK' buttons.

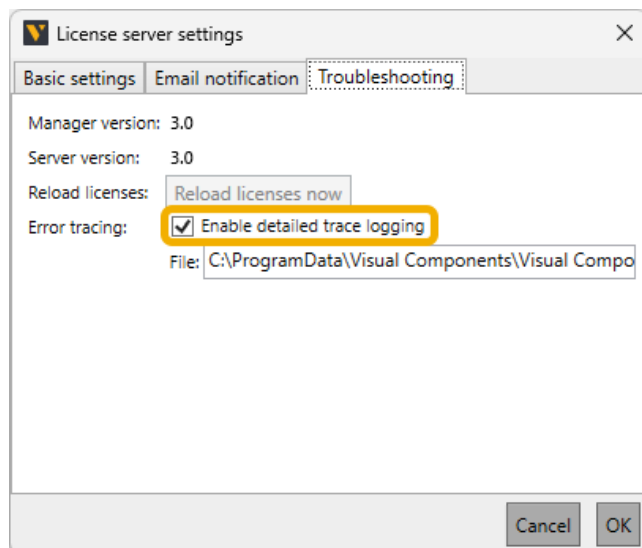
Troubleshooting

The license server has some tools and workflows for troubleshooting issues.

Tracing

You can enable tracing to log the activity of the license server. The log file can then be used to debug and diagnose errors.

1. On the ribbon, click **Settings**.
2. In the License server settings dialog, click the Troubleshooting tab.
3. For **Error tracing**, select the **Enable detailed trace logging** check box, and then make any needed changes to the file path of the log file, and then click **OK**.



Reloading

You can reload the server to use the most recent set of license codes obtained from the global Visual Components license server as well as those added by you. Reloading does not contact the global server, but it might help to reload license data.

1. On the **Ribbon**, in the **Local server** group, click **Settings**.
2. In the License server settings dialog, click the Troubleshooting tab.
3. Click Reload licenses now.

Common Cases

The following are recommended methods to handle potential issues with the license server.

Moving license keys from one server to another

To move a license, first deactivate the license on the current server, then add it on the new server and activate it there.

Client cannot connect to the license server

1. Verify the client has the correct address of the license server.
2. Ensure there is no firewall or web proxy blocking the connection between the client and the license server.

Client cannot use a license

In some cases, you may need to free up licenses by editing the permissions of a client or requesting that a borrowed license be returned to the server. In other cases, you would need to request more floating licenses (seats) from your license provider.

1. In the license server, go to the **Clients** tab, and then verify the client has permissions to use a license with the product in question.
2. In the **Products** tab, verify the **Network Available** column shows an available license for the client and product.
3. In the **Product keys** tab, verify that the status of the key is "Active". If the status is "Not activated", select the key and click on the **Activate** button on the ribbon. If the status is "Activation expired", select the key and click on **Renew**.

State of product key cannot be changed

A common fix for this issue is to synchronize your license server with the global Visual Components license server(s), and then restart your server. If the issue persists, the data of your product key might be corrupted. In those cases, submit a support ticket. One outcome may involve an administrator fixing or reissuing a key. Another outcome is that you might be sent a repair kit and instructions for fixing the issue.

Client cannot check out a license

In some cases, you may need to free up licenses by editing the permissions of a client or requesting a borrowed license be returned to the server. In other cases, you would need to request more floating licenses (seats) from your license provider.

1. On the license server, go to the **Products** tab, and then verify the **Commuter Available** column shows an available license for the client and product.
2. Check if an error has occurred in the connection between the client and your server. If found, consider restarting the license server and advise the client to restart their software product.
3. Synchronize your license server with the global Visual Components license server(s).
4. If the issue persists, go to the website for the portal account (see [Portal Accounts](#)) associated with the license to verify the state of its product key.

Client cannot check in a license

In some cases, you may need to synchronize your license server or check the state of the product key. In other cases, a client would need to manually remove the license from their computer, and then request a different license from your server.

1. Verify the client is trying to check in a license listed on your server.
2. Verify the license has not expired or has past its due date.