



Auto Logoff Users who've 'left the building':

Log off Users who've forgotten to do so

Your GigaTrak software is licensed per 'concurrent' user. If users log on and exceed the number of user licenses available, a message screen will pop up indicating "Maximum number of user licenses exceeded".

In this case, there are 2 choices:

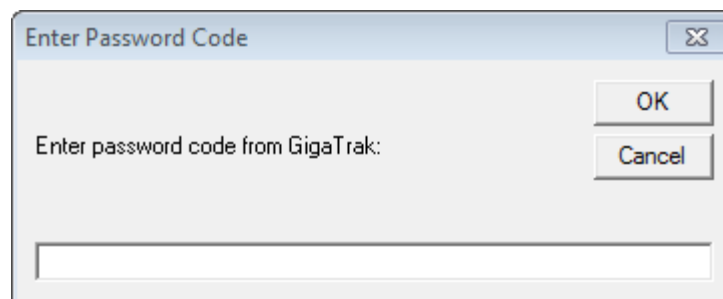
- 1-** If you know who's logged on, contact the user and request they log out of the application. (If they are no longer on premises with access to the workstation, this could pose a challenge.)

- 2-** If you don't know who's logged on, a network search will need to be made to try and determine which workstation(s) are connected to the GigaTrak database and disconnect it from the network.

To address the first choice, a screen that will pop up when the max # of users is reached. It will show the computer names that are logged in. Someone will then need to have access to that computer in order to exit the application. exit the application. That will release the license.



To address the second choice, if for some reason you are unable to locate the workstation presenting the logon issue, or unable to connect to it, there is a hidden function to sever all workstation/user logon connections to the GigaTrak database. Double-click on the GigaTrak logo that appears on the screen shot above. A secondary window will appear:



CONTACT GigaTrak Technical Support to obtain the Passcode to enter for this reset. The contact number is: **262.657.5500**