



Reset User Logon/Exceeded Licenses Message

Thank you for using GigaTrak Software! This document explains how to logoff users who have left the building.

Your GigaTrak software is licensed per 'concurrent' user (except for Cloud App licenses). If users logon and exceed the number of user licenses available, a message screen will pop-up indicating "Maximum number of user licenses exceeded".

In this case, 2 choices are available:

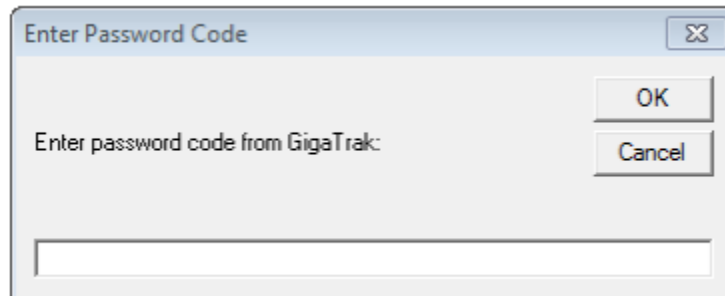
1. If you know who is logged on, contact the user and request they log out of the application. (If they are no longer on company premises with access to the workstation, this could pose a challenge).
2. If you don't know who's logged on, a network search will need to be made to try and determine which workstation(s) are connected to the GigaTrak database and disconnect it from the network.

To address the first choice, a screen 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 that application and that will free up a 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 serve 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:



Finally, contact GigaTrak technical support to obtain the Passcode to enter for this reset. This passcode changes on a daily basis.

The contact number for our support team is **262-657-5500 ext. 2.**