
License limit exceeded message in GUI

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Problem Symptoms:

- * GUI users see "License limit exceeded"-messages.
- * In pc_server_6991.log.nn.hhhh these error messages are displayed:
Oracle error: io_z65_update
ORA-00942: table or view does not exist
- * Possible messages in www_server log may be:
Oracle error: io_z05_write
ORA-00001: unique constraint (VIR01.Z05_ID) violated
or
Oracle error: io_z110_write
ORA-00001: unique constraint (VIR01.Z110_ID) violated
- * This is happening even clear_vir01 is running regularly in cold mode as recommended
- * It may also affect WWW server.

Cause:

clear_vir01 is running while PC Server and WWW Server were still up and running.

Resolution:

To solve the current problem ("license limit exceeded"-message):

- * Shutdown Aleph:
>>cd \$alephe_root
>>./aleph_shutdown

* dlib to any Aleph library and call up util x/8 (Clean Virtual Library (VIR01)) in cold mode.

- * Startup Aleph again:
>>cd \$alephe_root
>>./aleph_startup

To prevent that the problem is happening again:

- * Make sure that clear_vir01 is running regularly in your job_list
- * Use server_monitor and p_sys_01 to stop and restart PC- and WWW-server before and after clear_vir01.

Example of file \$alephe_tab/job_list:

```
W0 04:59:00 N server_monitor -tks WWW
W0 04:59:20 N server_monitor -tks PC
W0 05:00:00 Y clear_vir01 VIR01 clear_vir01 VIR01
W0 05:00:20 Y VIR01 p_sys_01 VIR01,WWW,
W0 05:00:40 Y VIR01 p_sys_01 VIR01,PC,
```

* After changing job_list, call up util e/16/9 Reload job_list/job_list.conf in jobd

Additional Information

See also Article 000038483 [GUI "License limit exceeded"](#) .

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