

# Re: Server licensing problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg01699.html>

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- *From:* [v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx) (Robert Li [MSFT])
  - *Date:* Fri, 12 Oct 2007 10:16:39 GMT
- 

Hi Smiley,

Thanks for your reply.

You noticed that the total CAL is 10 but maximum usage is 15. Based on my research, the maximum usage is just a watermark. The Maximum usage does not indicate the maximum number of licenses you can use, rather it is an indicator for the maximum usage since last reboot.

More info:

Q. Does SBS 2003 R2 provide a mechanism to track and display how many CALs are in use?

A. No. The Licenses console displays the total number of CALs that have been activated on the server and maximum number of clients that were connected since the last server restart. This provides a quick indicator as to whether additional CALs should be purchased. It does not provide a real-time license monitor. You will need to maintain records of what you have purchased, and how you have assigned the first 5 CALs that come with the server.

Windows Small Business Server 2003 R2: Frequently Asked Questions

<http://www.microsoft.com/windowsserver2003/sbs/evaluation/faq/licensing.mspx>

Based on my experience, network protocol problem will not cause such issue. To find the root cause, please let me know the following:

1. What the type of the CAL, per user or per device?
2. How many users they created in the SBS domain?
3. Open Server Management, click License mode and give me the screen shot.
4. MPS Report on problematic client and SBS server.

1) Download MPS report tool from:

<http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd9>

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15706/MPSRPT\_SETUPPerf.EXE

- 2) Run the MPSRPT\_SETUPPerf.exe on the server box.
- 3) Wait for 10~15 minutes.
- 4) Open Windows explorer, navigate to %SYSTEMROOT%\MPSReports\Setup\Reports\cab\
- 5) Send the .cab file to v-robeli@xxxxxxxxxxxxxx with subject: 40706036-Server licensing problem.

I am looking forward to hear from you.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====  
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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<From: "Smiley" <firework123@xxxxxxxxxxxxxx>  
<Newsgroups: microsoft.public.windows.server.sbs

Re: Server licensing problem

Re: Server licensing problem

<Subject: Re: Server licensing problem  
<Date: Thu, 11 Oct 2007 11:05:48 +0100  
<Lines: 169  
<Message-ID: <feksht\$h81\$2\$8300dec7@xxxxxxxxxxxxxxxxxxxx>  
<References: <feiblh\$gfq\$2\$830fa17d@xxxxxxxxxxxxxxxxxxxx>  
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<X-Trace: news.demon.co.uk 1192097150 17685 83.104.47.207 (11 Oct 2007  
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<X-Complaints-To: abuse@xxxxxxxx  
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<X-Antivirus-Status: Clean  
<X-Newsreader: Microsoft Outlook Express 6.00.2900.3138  
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cwix.com!newsfeed.cwix.com!newsfeed.stueberl.de!ecngs!feeder.ecngs.de!news.g  
ermany.com!postnews.google.com!news3.google.com!out04b.usenetserver.com!news  
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k!demon!not-for-mail  
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<X-Tomcat-NG: microsoft.public.windows.server.sbs  
<  
<Hi  
<  
<Thanks everyone for your input. I something everytime I post to the group.  
<Wow so many ways but I need to look up RWW, this is beside the point of  
this  
<posting.  
<  
<Well, the short answer to most of your questions is I don't know. Your  
<interpretation of the scenario is correct.  
<  
<OK, try to answer your questions  
<1. No, I don't see the warning when I tried to login. I rdp into their  
<server (my client as an organisation) and have no problem but my  
user/client  
<telephone to say some field staff experiencing such error.  
<2. as I said, I don't actually know, as far as I am aware, they have less  
<then 10 but you don't know whether they are telling you the truth. So the  
<wondering query of way to check how many or who had logon to domain/server.  
<3. the license said 10 and maximum login 15 (doesn't addup. I would have  
<thought if it is 10 licenses, the max login will be 10)  
<4. not able to do that as my client (the human body) not allow.  
<

Re: Server licensing problem

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<To update the situation, restarted the server and resolved the remote login – vpn problem.

<Yesterday, I have check on the server –System log in the event viewer that the three user all have the same error – network protocol problem but the suggested solution doesn't seems to make sense. If the protocol is not on the client, how did they normally logon and why the restart of server resolved the 'no protocol' issue. Also another warning event which said no ip address (for all 3 users).

<Found a service Licensing Logging, would I disable this service ?

<Although the case is solved temporarily, would like to hear your view on what would be done, I don't think my client would like to hear to restart the server again when this happened.

<"Robert Li [MSFT]" <v-robli@xxxxxxxxxxxxxxxxxxxx> wrote in message <[news:p009zg%23CIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:p009zg%23CIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>

<◇ Hi Similey,

<◇ Thanks for posting in our newsgroup.

<◇ From your description, I know that some users can't logon remotely and received the following error message:

<◇ Warning: License usage for a product licensed in per server mode is nearing the maximum number of licenses purchased

<◇ If that's not right, please don't hesitate to let me know.

<◇ Based on my experience, the problem is mostly caused by there is not enough for users number of your domain. The client can access domain via RDP, RWW,OWA,VPN, Rpc over http for Outlook, Mobile and so on. It's difficult to count how many users access the domain at the same time.

<◇ Please help me collect the following information for further research:

- <◇ 1. Did you see the warning when trying to login?
- <◇ 2. How many users do you have?
- <◇ 2. Open Server Management, click License mode and give me the screen shot.
- <◇ 3. MPS Report on problematic client

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- ◇ 1) Download MPS report tool from:
- ◇ [http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_SETUPPerf.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE)
- ◇ 2) Run the MPSRPT\_SETUPPerf.exe on the server box.
- ◇ 3) Wait for 10~15 minutes.
- ◇ 4) Open Windows explorer, navigate to
- ◇ %SYSTEMROOT%\MPSReports\Setup\Reports\cab\
- ◇ 5) Send the .cab file to v-robali@xxxxxxxxxxxxxx with subject:
- ◇ 40706036-Server licensing problem.
- ◇
- ◇ I am looking forward to hear from you.
- ◇
- ◇ If you need further assistance, please don't hesitate to let me know.
- ◇
- ◇ Best regards,
- ◇
- ◇ Robert Li(MSFT)
- ◇
- ◇ Microsoft CSS Online Newsgroup Support
- ◇
- ◇ Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)
- ◇
- ◇ =====
- ◇
- ◇ This newsgroup only focuses on SBS technical issues. If you have issues
- ◇ regarding other Microsoft products, you'd better post in the
- ◇ corresponding
- ◇ newsgroups so that they can be resolved in an efficient and timely
- ◇ manner.
- ◇ You can locate the newsgroup here:
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- ◇
- ◇ When opening a new thread via the web interface, we recommend you check
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- ◇ "Notify me of replies" box to receive e-mail notifications when there are
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- ◇ please "Reply to Group" so that others may learn and benefit from your
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- ◇ different incidents in different threads to keep the thread clean. In
- ◇ doing
- ◇ so, it will ensure your issues are resolved in a timely manner.
- ◇
- ◇ For urgent issues, you may want to contact Microsoft CSS directly. Please
- ◇ check <http://support.microsoft.com> for regional support phone numbers.
- ◇
- ◇ Any input or comments in this thread are highly appreciated.
- ◇

Re: Server licensing problem

◇ =====  
◇  
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◇  
◇ -----  
◇ <From: "Smiley" <firework123@xxxxxxxxxxxxxxxx>  
◇ <Newsgroups: microsoft.public.windows.server.sbs  
◇ <Subject: Server licensing problem  
◇ <Date: Wed, 10 Oct 2007 12:05:04 +0100  
◇ <Lines: 69  
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◇ <Mime-Version: 1.0  
◇ <Content-Type: multipart/alternative;  
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◇ <X-Trace: news.demon.co.uk 1192014321 16890 83.104.47.207 (10 Oct 2007  
◇ 11:05:21 GMT)  
◇ <X-Complaints-To: abuse@xxxxxxxx  
◇ <NNTP-Posting-Date: Wed, 10 Oct 2007 11:05:21 +0000 (UTC)  
◇ <X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3138  
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◇ <X-Antivirus: avast! (VPS 000780-0, 09/10/2007), Outbound message  
◇ <X-MSMail-Priority: Normal  
◇ <X-Antivirus-Status: Clean  
◇ <X-Newsreader: Microsoft Outlook Express 6.00.2900.3138  
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◇  
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!msrtrans!  
◇  
msrn-in!newshub.sdsu.edu!newsfeed00.sul.t-online.de!t-online.de!peer-uk.news  
◇ .demon.net!kibo.news.demon.net!news.demon.co.uk!demon!not-for-mail  
◇ <Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:68425  
◇ <X-Tomcat-NG: microsoft.public.windows.server.sbs  
◇ <  
◇ <Hi there,  
◇ <SBS 2003, some users can't logon remotely and received the following  
◇ message.  
◇ <Warning: License usage for a product licensed in per server mode is  
◇ nearing the maximum number of licenses purchased  
◇ <I have 10 licenses. There are only 2 people in the office who had logon  
◇ to  
◇ the server at present. I can't find anywhere which tell me how many  
people  
◇ had logon, as some users are working from home. Is there a way which I  
can  
◇ found out. This error gave me a supecion that this issue may due to other  
◇ had logon to the server previously but the lease may still in force hence  
◇ the license had not been release even though they may have logout. If  
this  
◇ is the case, how can I verify and where can I set the lease of logon for

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<> just 24 hours or end of the day ?

<> <Many thanks

<> <

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