

## 1. PRB

- 1.1. SportsWare reports: “**All available SportsWare Licenses are in Use**”.

## 2. SYMPTOMS

- 2.1. You start SportsWare and it reports: “**Error: All available SportsWare Licenses are in Use**”.



## 3. CAUSE

- 3.1. This error can occur for several reasons.
- 3.1.1. The maximum number of SportsWare programs are currently open on other computers.
  - 3.1.2. You do not have the correct permissions from your network administrator to the database location.

## 4. RESOLUTION

- 4.1. The maximum number of SportsWare programs are currently open on other computers.
- 4.1.1. Have all users exit SportsWare.
  - 4.1.2. Start SportsWare on the first computer. If you still receive the error message proceed to step 4.2.
- 4.2. You do not have the correct permissions from your network administrator to the database location.
- 4.2.1. Exit out of SportsWare.
  - 4.2.2. From the Windows taskbar, select **Start, All Programs, Accessories, Notepad**.
  - 4.2.3. Enter one or two lines of text in Notepad.
  - 4.2.4. From the **File** menu, click **Save**.
  - 4.2.5. For the **Filename**, enter **Test**.
  - 4.2.6. From the **Save in** box, select your SportsWare database folder. If Notepad reports it is unable to save the file, have your System Administrator grant you full privileges to the SportsWare folder. If you are able to save the file, proceed to step 4.3.

4.3. The license file is corrupted.

4.3.1. Exit out of SportsWare.

4.3.2. Start the **Windows Explorer**.

4.3.3. Go to the folder containing your SportsWare database.

4.3.4. Delete the **SW\*.lic** files.

4.3.5. Start SportsWare and re-enter the license codes you received from CSMi.

## 5. **STATUS**

5.1. The above steps resolve the problem.