

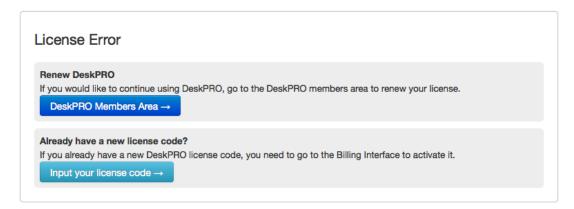
Tudásbázis > Sales, Billing & Legal > Payment & Renewals > Agents seeing License Error even though the license hasn't expired

Agents seeing License Error even though the license hasn't expired

Ben Henley - 2019-01-31 - Comments (0) - Payment & Renewals

Question:

My agents are seeing this License Error, even though my license hasn't expired.



Answer:

You have probably added more agent accounts than you are allowed. Upgrade to a Deskpro licence for <u>more agents</u>, or delete some agents from the admin interface.

Remember that agent accounts can be created automatically when you import data from another helpdesk, or allow agents to sign in via an authentication app.