

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.

License Error

Renew DeskPRO
If you would like to continue using DeskPRO, go to the DeskPRO members area to renew your license.

[DeskPRO Members Area →](#)

Already have a new license code?
If you already have a new DeskPRO license code, you need to go to the Billing Interface to activate it.

[Input your license code →](#)

Answer:

You have probably added more agent accounts than you are allowed. Upgrade to a Deskpro licence for [more agents](#), 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.