title: Sematext Enterprise Licensing description: Licensing details for our on-premises infrastructure & application performance monitoring, and log management & analytics tools, all in one private solution for busines metrics, traces, logs, alerts, and events

How do I get a new license

The SematextApps VM has an initial trial license that will expire in 30 days. When the trial license or the real license expires, you will not be able log into the Web UI. To get a new license, please contact Sematext.

License expiry

All Sematext on-premises licenses are limited by their expiry date. As expiry date approaches (and passes), license holders and owner of default on-premises account will be notified by email.

After the license expires, you will be able to continue using applications only for a few more days, so contact Sematext early about the new license to avoid any service interruptions.

How do Sematext Monitoring license limits work

Sematext Monitoring licenses have additional limit on concurrent number of "server-apps". This "server-apps" is a combination of Monitoring App token and server where Sematext Agent is installed. For example, if you have 4 servers, and on each of them you've installed 3 Monitoring App tokens, that is counted as 12 server-apps (regardless of whether those servers use same or different Monitoring App tokens).

If during the day your number of server-apps goes over the limit defined by license, you will be notified by email and by Notification displayed at the top of Sematext Monitoring UI. You will have until the end of the day (counted by UTC timezone) to reduce the number of server-apps below the license limit. If reduction doesn't happen until the end of the day, that day will be counted as "over the limit" incident.

You are allowed to have a maximum of 4 such incidents over the trailing 30 days window. Once you have 5 or more such incidents over the last 30 days (check is done each day at 02:00 AM UTC), read-access to data will be blocked. This means that performance metrics will continue to be collected by Sematext Monitoring, but until the number of "over the limit" incidents falls back below 5 or you get a fresh license with higher limits, you will be unable to view data in charts.

How do Logsene license limits work

Logsene licenses have additional limit on the amount of log data per day. The limit is expressed in MB, GB, TB… per day, and is compared with the total amount of log data used by all your Logsene Apps combined.

If during the day your amount of data goes over the license limit, you will be notified by email and by Notification displayed at the top of Logsene UI. You will have time until the end of the day (counted by UTC timezone) to reduce the amount of logs below the limit (e.g. by deleting some data manually). If reduction doesn't happen until the end of the day, that day will be counted as "over the limit" incident.

You are allowed to have a maximum of 4 such incidents over the trailing 30 days window. Once you hit 5 or more such incidents over the last 30 days (check is done each day at 02:00 AM UTC), read-access to data will be blocked. This means that logs data will continue to be accepted by Logsene, but until the number of "over the limit" incidents falls back below 5 or you get a fresh license with higher limits, you will be unable to view data in charts.