

OnBase – Failed on login Maximum number of licenses reached

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

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Category: {'link':

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OnBase – Failed on login Maximum number of licenses reached

Purpose: Follow this procedure when a user reports Maximum number of licenses reached accessing OnBase.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberUser IDUser RoleDate and approximate time of errorAre they using the client, URL, or the link from eCC to access OnBase?Is the issue isolated to one user?Is the issue isolated to one device?Detailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-ADEX-DigitalPortals-SOP OnBase – L2

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