

When I access the home page, I have 109 licenses available. Remember this for later.

The screenshot shows the top navigation bar with 'Laserfiche Directory Server', 'HCIDLA_DMS_LIC', 'Overview', 'Accounts', and 'Applications'. Below the navigation, there are icons for settings and download. A link 'View a specific organization (Root)' is visible. Two license status boxes are present: 'Full license' showing '109 / 300 available' and 'Participant Users' showing '400 / 400 available' with a validity date of 'Valid until August 8th, 2020'.

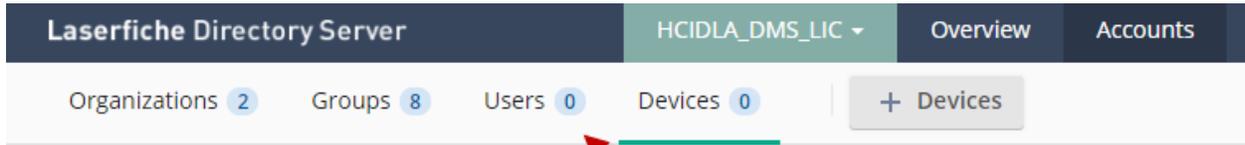
When I access “Accounts”, I have 100 users and 2 “Organizations” – I only have 1 organization, but I do have 109 users, but “Users” only shows 100 unless I page.

The screenshot shows the 'Accounts' page with a navigation bar including 'Organizations 2', 'Groups 8', 'Users 100', and 'Devices 0'. There are buttons for '+ Users' and 'Export user list'. Below the navigation, there are search and filter icons, and a pagination control showing page 1 of 2.

If I go to the next page, I have 84 users – so now I have 184 licensed user? Groups are ok – Organizations are still wrong.

The screenshot shows the 'Accounts' page on page 2. The navigation bar now shows 'Organizations 2', 'Groups 8', 'Users 84', and 'Devices 0'. The pagination control shows page 2 of 2. Below the navigation, there are search and filter icons. The table header shows 'User (84)' and 'License'.

When I click on devices, now I have 0 users. "Groups" are ok, and "Organizations" are still wrong. Remember, I have 109 available users?



This Directory Server site does not contain any devices.

Register Device

Computer name

Host ID

Organization

License type

Remaining licenses

Full license

108

If I click on "Accounts", when I click on the search (or magnifying icon), it shows a spinning icon but does nothing. If I click the filter icon and type in "Mario" – since there's no button, I just hit [Enter] but it doesn't filter anything



Name

User Type

Status

License type

Organization