



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

Laserfiche Directory Server **HCIDLA_DMS_LIC** **Overview** **Accounts** **Applications**

HCIDLA_DMS_LIC  

View a specific organization (Root) ▶

Full license

109 / 300 available



Participant Users





400 / 400 available

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.




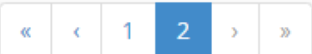
Laserfiche Directory Server **HCIDLA_DMS_LIC** **Overview** **Accounts** **Applications** **Settings**

Organizations 2 Groups 8 Users 100 Devices 0  Users  Export user list

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.

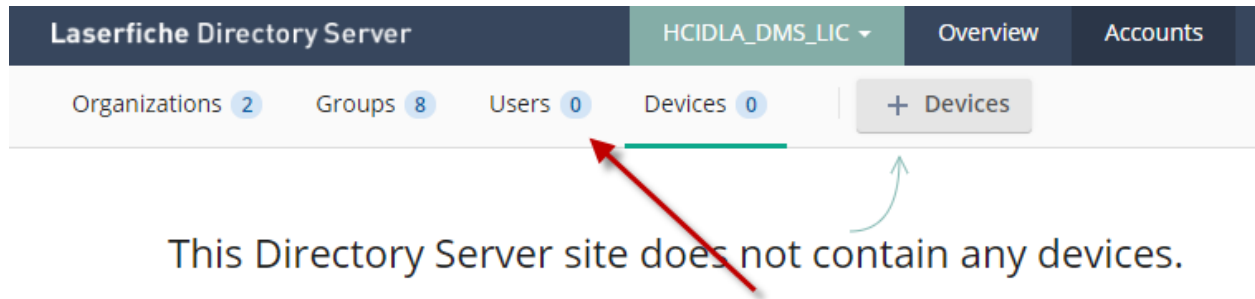
Organizations 2 Groups 8 Users 84 Devices 0  Users  Export user list

User (84)

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?



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

mario

User Type

Any type ▼

Status

Any status ▼

License type

Any license ▼

Organization

Any organization ▼