

**User Licenses** 

# What is a user license?

When your site was purchased, the number of users you would need would also have been discussed.

Users can either be in the Primary Area or an Extranet. (Extranets are optional; most sites only have primary area users)

The total number of user accounts you can create in the system depends on the number of user licenses you have purchased.

Users can only be created when license spaces are available, so once the maximum has been reached, new accounts cannot be made.

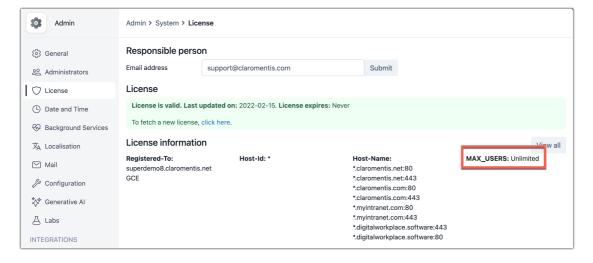
Spaces can be made free by blocking or deleting accounts (if applicable) or the maximum increased by purchasing more licenses.

More details on this are below.

### Where can the user license total be seen?

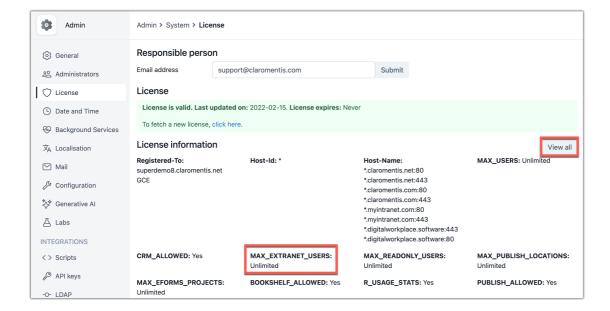
A sysadmin can check your license totals at any time from Admin > System > License.

Primary area licenses are shown under the 'Max\_Users' label.



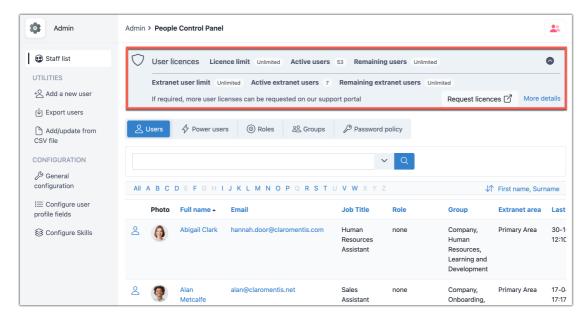
If your site does use  $\ensuremath{\mathsf{Extranets}},$  you will have a license limit for these users as well.

Click 'View all' to expand more fields, including 'Max\_extranet\_users', which displays this total:



#### v9.8.1+

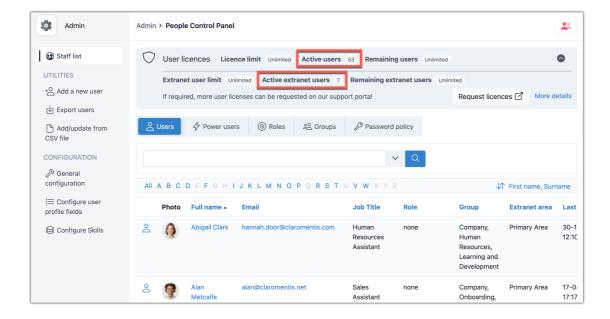
We have implemented a statistics area in Admin > People so that the site license limit and spaces remaining for new users can be seen at a glance by People administrators, removing the need for Admin > System to be checked.



# How do I know how many active users I have?

#### - Sites on v9.8.1+

As above, if your site is on v9.8.1+, a People administrator can see how many accounts are active in Admin > People using the statistics area:



#### - Sites Pre v9.8.1

If your site is on an earlier version than this, a sysadmin can check this from Admin > System (scroll to the bottom of the screen)



The Claromentis summary will show the current total of users and the total of intranet users.

If you are also using extranets, the number of those licenses in use will be evident from the numbers being shown. e.g in the screenshot above, there are 60 active accounts, with 53 in the primary (intranet) area, meaning the remaining 7 are in extranets.

**Please note:** The totals given only include active user profiles and not those in a blocked state as blocked profiles do not take up user licenses. A People administrator can perform an export of users to find out blocked user totals separately as outlined below.

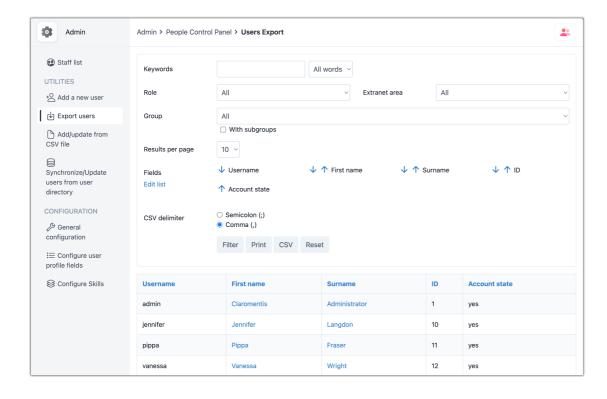
## - Perform a People export

Another way to check the number of active users (regardless of site version) is to generate an export of People.

People administrators can include 'account state' in an export, and this will show 'Yes' or 'No' against each account, where Yes = active and No = blocked.

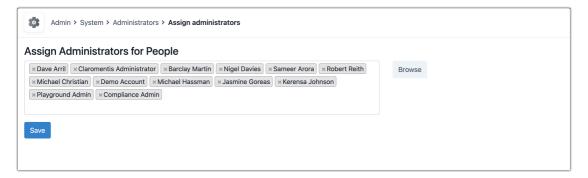
This can be downloaded to a CSV for further analysis or record-keeping.

The file is a great resource when investigating issues or user license queries, as it's easy to see who is active and who isblocked, and then look them up in the Intranet to change this if necessary.



### Can I be notified when the license limit has been exceeded?

When the license limit has been reached, all People administrators will be notified.



However, we recommend trying to avoid reaching the license limit and always having licenses available for new accounts, should they be needed.

Your People application administrators can facilitate this by regularly checking the number of active accounts in line with your license limits and any forecasts for the number of new accounts that will be needed.

If the license limit is reached, no new accounts can be created, so your team can block or delete accounts to free up licenses or purchase more to

# How do I purchase more user licenses?

Please raise a ticket in our license request project.

Our accounts team will provide a quote and, once approved, update the license on your site, and the new ones will become available for use.

# Why can't I add any more users to my intranet?

When you run out of user licenses (the maximum total has been reached, no further new accounts can be created.

This applies to all account creation methods.

To rectify this, there are two strategies your team can apply:

#### 1 - Purchase more licenses

Once we apply this to your site, the number of licenses purchased will become available for use.

#### 2 - Block or delete any unneeded profiles

Either method will free up license spaces to use for new accounts.

Please be advised that deleting a profile means all data is gone permanently and cannot be retrieved whereas blocking means they cannot log in, but the profile can be reinstated in the future (as long as a user license is free)

If you can bring your active licenses down to make space for new profiles, no further action would be required beyond this unless you wish to purchase more licenses anyway to head off the same issue in the future.

# My sync is working but new users aren't able to log in?

If your license limit has been reached and you are syncing new users from Active Directory, Okta etc, the system will create the profiles, but they will all be set to blocked (and those users cannot log in)

Accounts cannot be made active until your team purchases more licenses or frees up spaces by blocking other profiles.

Once licenses are free, as long as the blocked profiles are still included in your sync, this will make them active when the next one runs.

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Tags: New users, User license