

Unable to add users/view the correct number of available licenses

Issue Scenario

User is unable to add new users or even view the correct number of available licenses.

Possible Causes

- User trying to add licenses may not have access to the License Object.
 - User who is being added may not be an active user and their license status may not be set to true.
-

Solution

Follow the given procedure to resolve the issue:

- 1.Verify that the user who is adding licenses has access to the License object (smagicinteract__License__c).
- 2.Check the Error Logs object for any entries registered for the issue.
- 3.Verify that the user being added is an active user and has the license status set to true.

a.To check the license status:

i.On the Developer Console, click Query editor on the panel below.

ii.Type the following code:

```
Select smagicinteract__User__r.name, smagicinteract__Status__c,  
smagicinteract__User__c, smagicinteract__User__r.IsActive from smagicinteract  
__License__c
```

