

**JKB00217**

8/28/2002

## **"Maximum concurrent users reached" Error Message Appears at Login**

### **Symptoms:**

When trying to enter CockpIT the following error message appears:

**"Maximum Concurrent users reached"**

### **Cause:**

After installing the CockpIT license file, CockpIT monitors how many users are using CockpIT at the same time. Once the maximum number of users are logged on, no others users will be allowed to login until a user logs out.

### **Possible Resolution:**

- Ask users who use the CockpIT Virtual Desktop from the web to get into the habit of clicking on the red logout button to logout of the system. Closing the Internet Explorer without clicking on the logout button leaves the user's 'ticket' in the CockpIT memory.

A 'ticket' is generated whenever a user logs on to CockpIT. The user uses one ticket. This ticket is revoked when the user logs out or after a predefined timeout period.

- Adjust the timeout period of the Ticket in the CockpIT Server Registry:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Jetro\JDS\  
**TicketTimeout**

(1000 equals 1 second)

Default setting is 10 minutes

- To revoke all users Tickets please follow these steps:
  1. Launch Services program
  2. Disable the JDS service
  3. Stop the JDS Service
  4. Open the Data sub-folder and delete the 'tickets.xml' cache file.
  5. Change the JDS service status back to Automatic and restart JDS service.