ESET Tech Center

Error "The licence has an invalid 'available' value and cannot be used with the Enterprise Server. (0xC01300FB)"

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Problem

When performing a resync of your client licence from within the Enterprise Server an error dialog appears stating "*The licence has an invalid* '*available*' *value and cannot be used with the Enterprise Server. Contact Support for assistance with this licence. (****0xC01300FB****).*"

Cause

The client licences within an Enterprise Server allow one or more total users to be licenced from them. The amount of users allowed from a licence is specified when the licence is purchased but can also be adjusted via further purchase or at renewal time to increase or decrease the count.

This error will occur if changes to the total allowed licences have been made meaning too many users are now licenced from the licence.

Solution

There are several methods to resolve this problem:

1) Make additional purchases to increase the total allowed on the licence to match the amount of users that are licenced to it.

2) If you have other licences of the same type with free space the users can be moved to the licence with space, see here for details: KB242 - Licence Tools - How to replace an existing licence or move users between licences

3) Delete unused licenced users that are associated with the licence in question. These users will be **blue** in colour within the Enterprise Server.

Enough will need to be removed so that the total allowed is not being exceeded by the users licenced to the licence.

Related Articles

KB76 - How do I resync my licences?

KB262 - Explanation of Enterprise Server user states