

# ESET Tech Center

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## Error: Failed to delete: The user cannot be deleted (0xC01305ED)

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### Problem

When trying to delete a User from your Enterprise Server, you see the following error message:



*Failed to delete: The user cannot be deleted at this time because their licence is still being downloaded. This could be as a result of licence resync event.  
(0xC01305ED)*

### Cause

A likely reason for experiencing the error above, is due to a recent licence resync event.

### Solution

To resolve this issue, follow the article below ensuring you tick the box that states "Perform a full resync when this window is closed" (see below screenshot). Once you have completed this, you will be able to delete the desired User from your Enterprise Server.

[KB76 - How do I resync my licences?](#)

