

ISSUE: Accepting Data menu on the AhsayCBS web console shows error status 500

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Product Version:

AhsayCBS: 7.3 or above

OS: All platforms

Problem Description

When applying a license in the [System Settings] > [License] > [Redirector] menu on the AhsayCBS web console, the following error is displayed:

License key incorrect. Please try again. 099



Cause

This issue can occur if the license applied does not have the High Availability server add-on module (e.g. you are applying your AhsayCBS backup server license to your AhsayCBS redirector server).

Resolution

To resolve this issue, apply the correct license with High Availability server add-on module. You can contact [Ahsay sales representative](#) if you are interested in purchasing the High Availability server add-on module.

Keywords

license, lic, error, incorrect, 99, 099

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