

ISSUE: "Invalid license" error is shown when logging into AhsayOBM on a Synology NAS device

Article ID: 5242

Reviewed: 08/06/2017

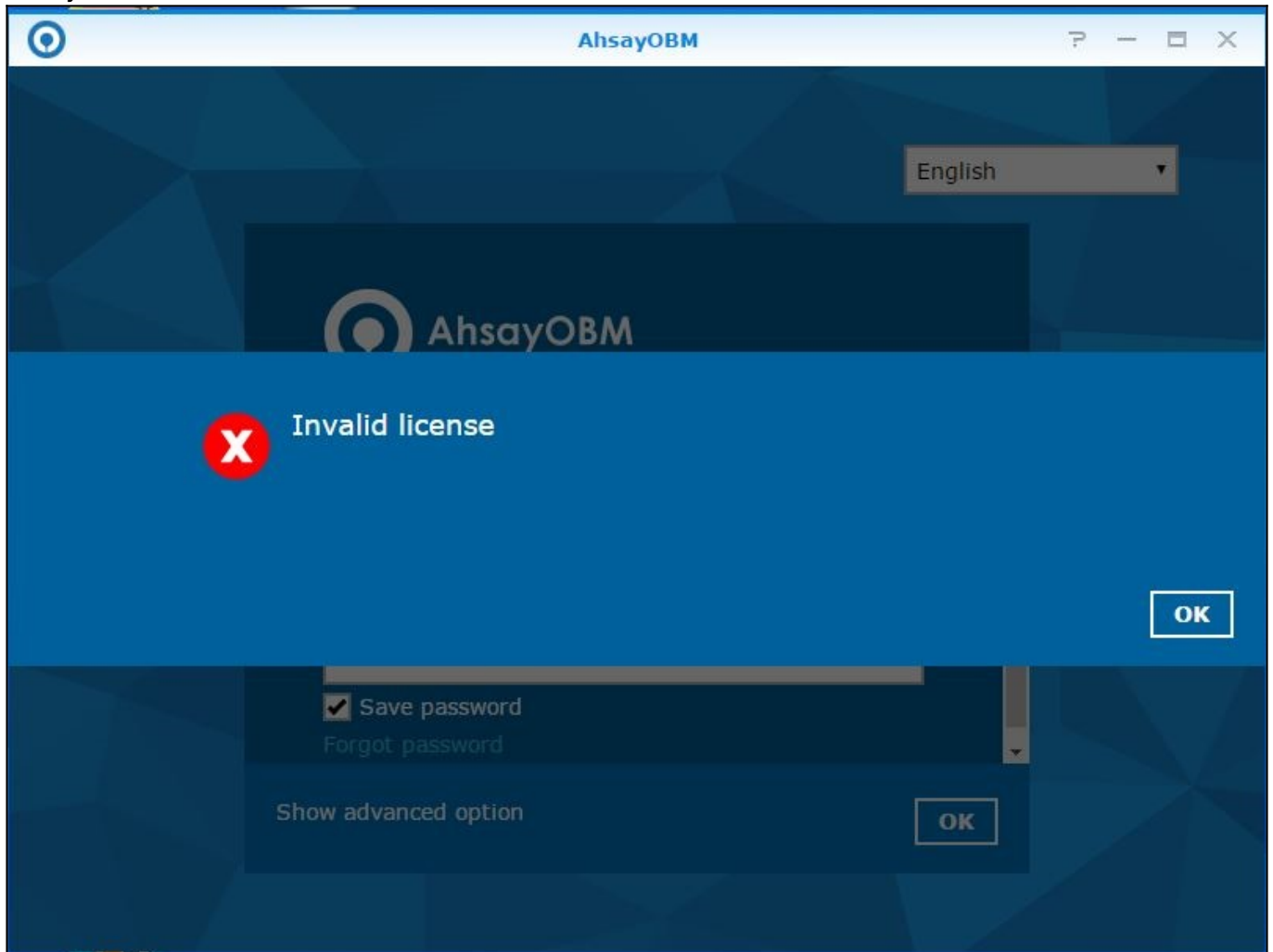
Product Version:

AhsayOBM: 7.5.0.0 or above

OS: Synology

Problem Description

After logging into AhsayOBM on a Synology NAS device an **"Invalid license"** error is shown on the AhsayOBM UI..




Cause

The NAS module is not enabled on the AhsayOBM user account. A NAS module is required to install and use AhsayOBM on a supported Synology NAS device.

Resolution

To resolve this problem:

1. Login to AhsayCBS web management console.
2. Go to [Backup / Restore]>[Backup User]>[%username]>[User Profile]>[Backup Client Settings].

3. Select the "NAS" module and click on the "tick" button to continue
4. Click on "Save" button to confirm the setting change.

Note:

Go to [System Settings]>[License]>[Backup]>[License Details] on AhsayCBS web management console, to make sure you have sufficient NAS modules on your license key.



Please contact our Sale Team at sales-kb@ahsay.com for inquires regarding Synology NAS licensing

Keywords

Synology, NAS, invalid license, modules

From:
<https://wiki.ahsay.com/> - Ahsay Wiki

Permanent link:
https://wiki.ahsay.com/doku.php?id=public:5242_issue:invalid_license_error_is_shown_when_logging_into_ahsayobm_on_a_synology_nas_device

Last update: 2018/06/28 13:57

