

# [V7] ISSUE: Accepting Data menu on the AhsayCBS web console shows error status 500

**Article ID:** 5357

**Reviewed:** 2019-01-23

**Product Version:**

AhsayCBS: 7.3 to 7.x

OS: All platforms

**ATTENTION** 1st January, 2022: v7 officially End-of-Life [[details](#)]

## 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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Last update: **2021/12/16 08:03**

