

[V8] ISSUE: Accepting Data menu on the AhsayCBS web console shows error status 500

Article ID: 8016

Reviewed: 2019-01-23

Product Version:

AhsayCBS: 8.1 to 8.x

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 for the correct license with the 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: **2021/12/07 15:51**



