

Error Message: Terminal Server License Expired

This procedure supersedes all other job aids, instructions, desk guides, or any other documentation that may have been previously issued for solving "Terminal Server License expired" error messages in Persimmony. Any earlier documentation should be immediately discarded.

Updated May 17, 2017

Issue

After logging on to Persimmony, you may see the following error message:

Terminal Server License expired.

Solution

You can sometimes solve this error by deleting two folders within the MSLicensing folder:

1. Click the Start button and open the registry editor from the Run prompt (regedit.exe), as shown in Figure 1.

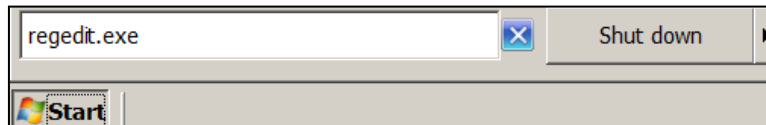


Figure 1: Opening regedit.exe from Start button

2. Navigate to the following key: **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSLicensing**
3. Delete the folders under the MSLicensing folder, as shown in Figure 2.

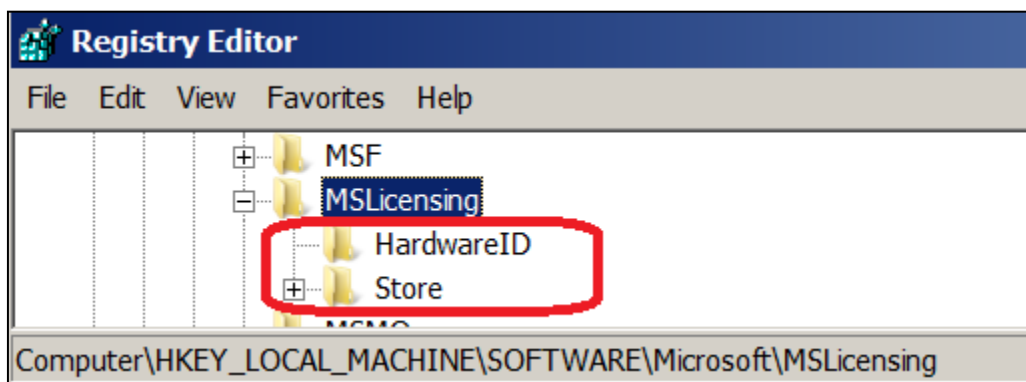


Figure 2: Folders in MSLicensing folder

4. Restart your computer and start the application again.