

FAQ: Why can't I log into EXO?

Overview

If you can't log into EXO, and keep getting a pop up saying your EXO application user count limit has been reached, there might be a few reasons why.

In the pop up it shows you the number of licensed users, and the number of users connected. If you have 8 licensed users, 8 people can be logged into that EXO module at the same time. If 9 or more people try to connect at the one time, the pop up will appear saying you have reached your user limit.

You may simply require more application licences to accommodate the number of users who wish to access the EXO database concurrently. If so we can help by providing you with additional licences. There are however a few steps you should follow first to determine why your user limit has been reached.



EXO Business application user count limit reached

You may require more application licences to accommodate the number of users who wish to access the EXO Business database concurrently.

Please contact your systems administrator, or your EXO Business partner to review your licensing requirements for this module. Application license information is entered via the EXO Business configuration module (Exoconfig / Config Assistant).

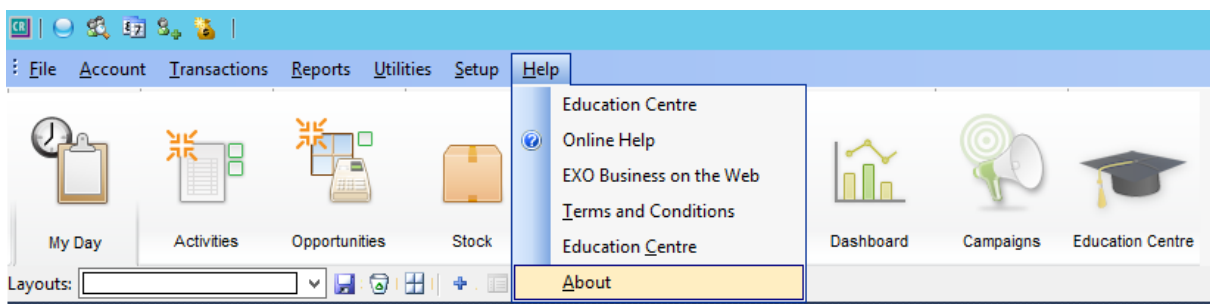
version	2015.1.2.0
Your company name	Demo
License Expiry date	Sunday, 31 January 2016
License Registration Key	
Licensed users	8
Currently connected users	9
Database Type	MS SQL Server
Region	Australia
Your System Administrator	
Your EXO Business Partner Contact Details	Momentum Software Solutions
EXO Business contact details	EXO Business International

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Step 1: See who is logged in

Your first step should be to see how many and which users are logged into EXO. It is possible for users to log into EXO twice on the same computer, causing them to be treated as two users, so it is worth checking to see if anyone has logged in twice.

To see who is logged into EXO, go to **Help → About**




When this screen appears, click on **Registration Details**



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You will then need to click on **Currently connected users**



Registration Details for EXO CRM

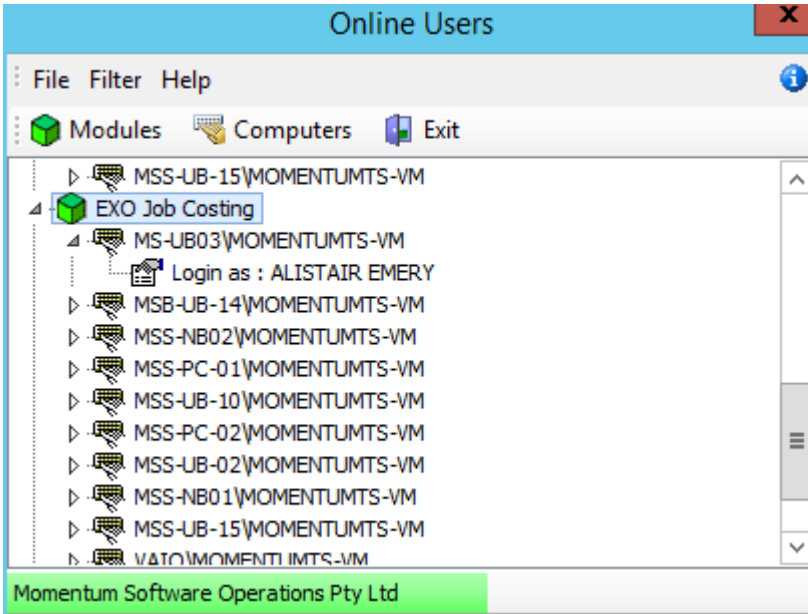
Registration Details for EXO CRM

Please contact your systems administrator, or your EXO Business partner if you want review your licensing requirements for this module. Application licence information is entered via the EXO Configuration Assistant.

version	2015.3.0.0
Your company name	Momentum Software Operations Pty Ltd
License Expiry date	Sunday, 31 July 2016
License Registration Key	CB2688708742702
Licensed users	15
Currently connected users	7
Database Type	MS SQL Server

Region	Australia
Your System Administrator	Al Emery
Your EXO Business Partner Contact Details	Momentum Software Solutions
EXO Business contact details	EXO Business International

The **Online Users** screen will appear. You can now see how many users are logged in to a particular module. Click on the arrow next to the computer icons to see who is logged in.



The screenshot shows the 'Online Users' window with a tree view of modules. The 'EXO Job Costing' module is selected, and its sub-items are expanded. A 'Login as : ALISTAIR EMERY' entry is visible under the 'MS-UB03\MOMENTUMTS-VM' sub-item. The window title is 'Online Users' and the bottom status bar shows 'Momentum Software Operations Pty Ltd'.

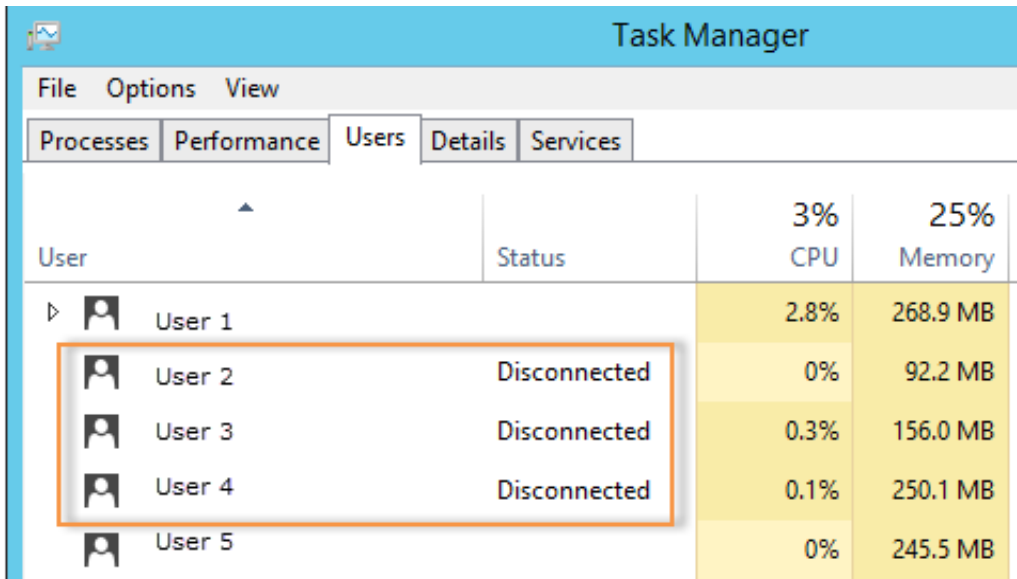
Version 2015.01 The information contained in this document is intended to be a guide for using your software. It is not accounting, bookkeeping or payroll advice. You should seek advice or clarification from your professional advisor in respect of these matters.

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Step 2: Check to see whether users have logged off the server

A common mistake is that people connecting via a terminal server don't log off correctly. Users click close instead of logging out, which causes EXO and the server to treat them as logged in.

To check whether users are logged in to the terminal server, press **Ctrl + Alt + End** in a terminal server session, go to **Task Manager** and click on **Users**. If any users are showing as disconnected, and were logged into EXO when they disconnected, they would be using an EXO licence.



User	Status	CPU	Memory
User 1		2.8%	268.9 MB
User 2	Disconnected	0%	92.2 MB
User 3	Disconnected	0.3%	156.0 MB
User 4	Disconnected	0.1%	250.1 MB
User 5		0%	245.5 MB

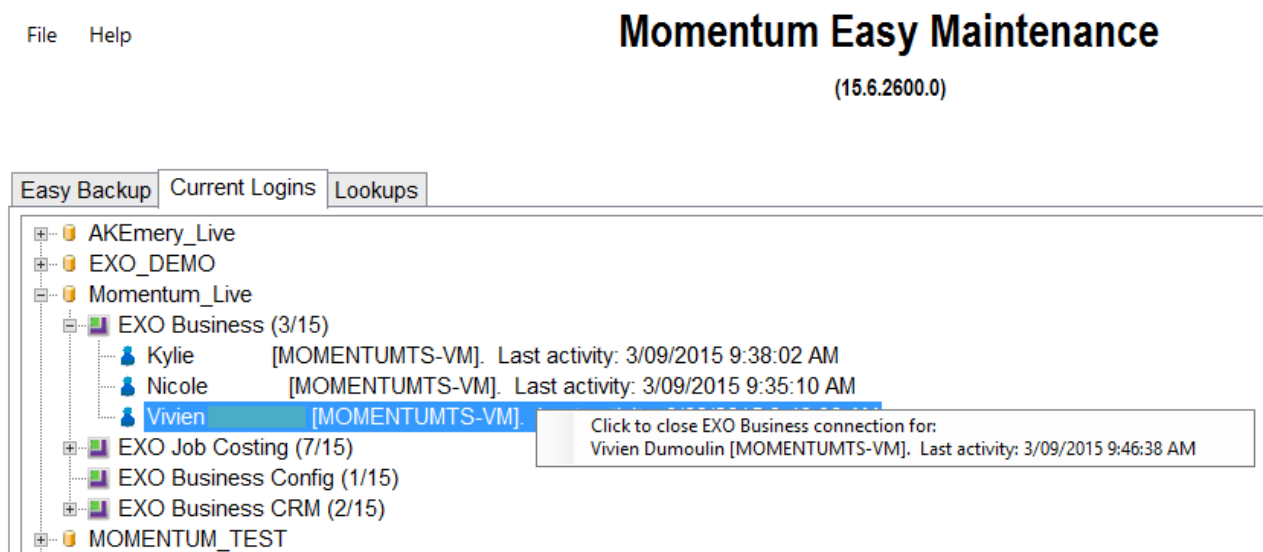
NOTE: Ctrl + Alt + End may not be available, check with system admin.

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Step 3: Use Momentum Easy Maintenance

If you have a **Momentum Easy Maintenance** application this is the simplest way to see who is connected to EXO. It shows the users last activity, and gives you the option to log a user out of EXO. For e.g. you could find that a user hasn't been active since earlier in the morning, and choose to log them out.

Go to Utilities → Momentum → Momentum Easy Maintenance → Current Logins → Expand the Company → Expand the Module → Logged in users and their last activity will appear → Right click to close the connection for a user



The screenshot shows the Momentum Easy Maintenance application window. The title bar reads "Momentum Easy Maintenance (15.6.2600.0)". The menu bar includes "File" and "Help". The main window has three tabs: "Easy Backup", "Current Logins", and "Lookups". The "Current Logins" tab is active, displaying a tree view of the system structure. Under "Momentum_Live", the "EXO Business (3/15)" folder is expanded, showing three users: "Kylie [MOMENTUMTS-VM]. Last activity: 3/09/2015 9:38:02 AM", "Nicole [MOMENTUMTS-VM]. Last activity: 3/09/2015 9:35:10 AM", and "Vivien [MOMENTUMTS-VM]". The "Vivien" user is selected. A context menu is open over the "Vivien" user, with the option "Click to close EXO Business connection for: Vivien Dumoulin [MOMENTUMTS-VM]. Last activity: 3/09/2015 9:46:38 AM". Other folders in the tree include "EXO Job Costing (7/15)", "EXO Business Config (1/15)", "EXO Business CRM (2/15)", and "MOMENTUM_TEST".

Still can't find a solution?

If you have tried all the steps listed, and are still unsure as to why you can't log onto EXO, please contact our Support Desk **(07) 5478 1877**