OVID Licensing error

Last updated: Tue, 02 Feb 2021 17:03:33 GMT

Applies to

- EZproxy (all versions)

Answer

If you should receive an error similar to this:

OVID SP
Wolters Kluwer
Support & Training- opens in a new windowHelp- opens in a new window
Ovid has encountered a fatal error:
Cannot open database: All user licenses are currently in use. Please try again later.<br/>FAIL: could not start engine
The problem is most likely due to misconfiguration. Please contact the Ovid system administrator.

The reason is due to the OULL licensing is past the 30-day grace period.

The issue is licensing with Ovid. The recommendation is to contact Ovid for resolution.

Additional information

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