**OVID Licensing error**

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

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**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 window
Help- 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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