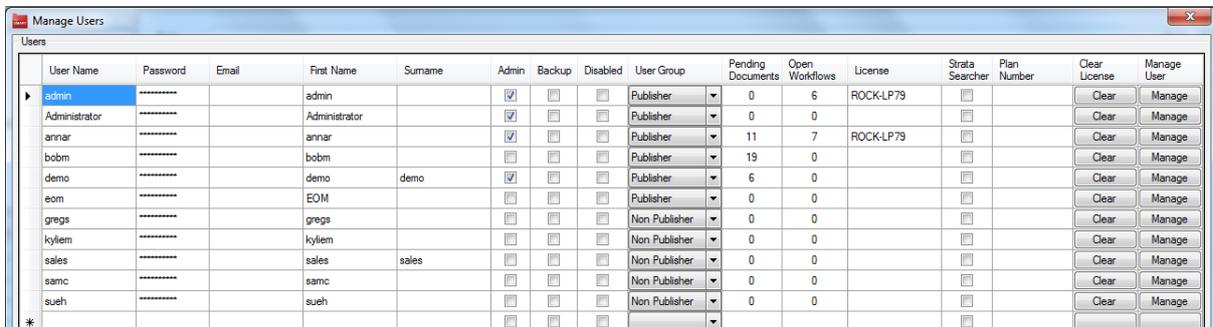


How to Clear a User Licence

The Manage Users function in fileSMART Archive allows you to add, disable and edit the users who are able to log into fileSMART. This can only be performed by a user with administrator rights. To avoid accidental changes and deletions, we recommend that only one designated fileSMART administrator be given these rights.

Occasionally, a user may find that they are unable to log into fileSMART because the program believes that the user is already logged in somewhere else. This can be fixed by clearing the User's Licence.

1. Log in to fileSMART Archive as an administrator, and open the Manage fileSMART Archive Users window.
2. In the licence column, you should be able to see the name of a computer. This means that the user is logged on to fileSMART from that particular workstation.



User Name	Password	Email	First Name	Surname	Admin	Backup	Disabled	User Group	Pending Documents	Open Workflows	License	Strata Searcher	Plan Number	Clear Licence	Manage User
admin	*****		admin		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Publisher	0	6	ROCK-LP79	<input type="checkbox"/>		Clear	Manage
Administrator	*****		Administrator		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Publisher	0	0		<input type="checkbox"/>		Clear	Manage
annar	*****		annar		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Publisher	11	7	ROCK-LP79	<input type="checkbox"/>		Clear	Manage
bobm	*****		bobm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Publisher	19	0		<input type="checkbox"/>		Clear	Manage
demo	*****		demo	demo	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Publisher	6	0		<input type="checkbox"/>		Clear	Manage
eom	*****		EOM		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Publisher	0	0		<input type="checkbox"/>		Clear	Manage
gregs	*****		gregs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non Publisher	0	0		<input type="checkbox"/>		Clear	Manage
kylem	*****		kylem		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non Publisher	0	0		<input type="checkbox"/>		Clear	Manage
sales	*****		sales	sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non Publisher	0	0		<input type="checkbox"/>		Clear	Manage
samc	*****		samc		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non Publisher	0	0		<input type="checkbox"/>		Clear	Manage
sueh	*****		sueh		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non Publisher	0	0		<input type="checkbox"/>		Clear	Manage
*					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>			

3. Log the user out of that workstation by hitting the Clear button which is located in the Clear Licence column in the same row as your user.

18/12/2019 7:42 pm AEDT