

Free Plan License Errors

Last Modified on 03/04/2024 8:23 am EST

This article describes various errors you can encounter when establishing a Connection between an instance with a Free Plan license and an instance with an Evaluation or Paid license.

You can encounter some of these errors when connecting with or to an instance with a Free plan license:

- A license is not active
- A license has expired
- Connecting to an instance that doesn't support Connections in Visual and Script Mode
- Connecting to an instance with an unpaid license that doesn't support Connections in Basic, Visual, and Script Mode

A License is Not Active

Cause

If you try to create a Connection in Visual or a Script with a Free Plan license, you will encounter the following message:

Error detail:

Your Exalate license is not active. To activate your license, buy an instance license, or connect to someone with a network license. For more details, check our documentation.

Solution

Resolve this problem with one of the following solutions:

- [Upgrade](#) your Free plan license to a Paid license.
- Contact someone with a Network license.

A License has Expired

Cause

If your Paid or Evaluation license has expired, you will automatically switch to a Free Plan license. When using a Free Plan license, it is not possible to establish a Connection in Visual or Script Mode. When trying to do so, you will see the following message:

Error detail:

Your Exalate license has expired. Please renew your instance license, or contact your network license admin. For more details, check our documentation.

Solution

Resolve this problem with one of the following solutions:

- [Upgrade](#) your Free plan license to a Paid license.
- Contact someone with a Network license.

Connecting to an Instance that Doesn't Support Connections in Visual and Script Mode

Cause

If you try to establish a Connection in Visual or Script Mode with a Free plan instance, you will see the following error:

Error detail:

The destination instance license doesn't support Visual and Script connections. To resolve the error you can use one of the following options:

- Create a Basic connection.
- Use a network license.
- Contact the destination instance administrator so you can agree on who will have have a valid license for this connection.

Check the documentation for more details.

Solution

To resolve this problem, do one of the following:

- [Create a Connection in Basic Mode](#).
- Use a Network license.
- Contact the destination instance admin, so they could [upgrade to a Paid license](#) or one of you buy a Network license.

Connecting to an Instance with an Unpaid License that Doesn't Support Connections in Basic, Visual, and Script Mode

Cause

If you are connecting to an unpaid instance and you have an older version of Exalate that doesn't support the Free plan.

Error detail:

The destination instance license doesn't support Visual and Script connections. To resolve the error you can use one of the following options:

- Upgrade your Exalate to the version that supports Basic connections and create a Basic connection.
- Use a network license.
- Contact the destination instance administrator so you can agree on who will have a valid license for this connection. Check the documentation for more details.

Solution

To resolve this problem, do one of the following:

- Upgrade your Exalate to the latest version and [create a Connection in Basic Mode](#).
- Use a Network license.
- Contact the destination instance admin, so they could [upgrade to a Paid license](#) or one of you can buy a Network license and use it for multiple instances.

ON THIS PAGE

[A License is Not Active](#)

[Cause](#)

[Solution](#)

[A License has Expired](#)

[Cause](#)

[Solution](#)

[Connecting to an Instance that Doesn't Support](#)

[Connections in Visual and Script Mode](#)

[Cause](#)

[Solution](#)

[Connecting to an Instance with an Unpaid License that](#)

[Doesn't Support Connections in Basic, Visual, and Script](#)

[Mode Us](#)

[Release History](#)

[Cause](#)

[Glossary](#)

[Reference](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)