

# License Server displays "Page cannot be displayed" when attempting to update an existing license file

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## Symptom

License Server displays "Page cannot be displayed" when attempting to update an existing license file.

## Resolution

1. Stop the License Server.
2. Delete the **.lic** files in the **\OnGuard\LicenseServerConfig\Licenses** folder.
3. Start the License Server service.
4. Log into License Administration, and then install the license file.

## Applies To

OnGuard (All versions)

## Additional Information

This issue can occur when there is a lock on the license file by the License Server or some other process.

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