

# Clients Not Releasing Licenses

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## Symptom

Clients are not releasing their client license after users log out of FCWnx.

## Resolution

1. Enable Auto shut off for all clients.
2.
  1. Open **Administration**.
  2. Open the **Client form**.
  3. Search for the desired client and uncheck the **Enable Auto Shutdown** checkbox.
3. Disable thin client on all clients
4.
  1. Open **Administration**.
  2. Open the **Client form**.
  3. Search for the desired client.
  4. Under Thin Client Status, click **Disabled**.
5. Set FCWnx services to Manual on all clients
6.
  1. Open a command prompt or a Run box.
  2. Type the following:  
services.msc
  3. Scroll down the FCWnx services and right-click on each service and select **Properties**.
  4. Select **Manual** in the Startup Type drop-down menu.
7. Make sure client is not hosting any controllers
8. Verify that the account has permissions to stop the FCWnx services.

## Applies To

FCWnx

## Additional Information

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