



## Licensing Issues

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This chapter explains some of the license issues and the possible resolutions.

- [Device Import Failure, on page 1](#)
- [License File Upload Failure, on page 1](#)

### Device Import Failure

The importing of devices into IoT FND is dependent on the number of allotted IoT FND server licenses. Verify that your IoT FND server has the adequate license count available for the number and type of devices being imported into the IoT FND database.

Only unique device EIDs are allowed in IoT FND. Check that no one else imported this device EID into IoT FND or is currently trying to import the same device EID. Verify that no other user is simultaneously importing the same device into IoT FND.

### License File Upload Failure

An expired license file will cause an error. Check the license file validity and expiration date.

