OVID Licensing error

Last updated: Tue, 02 Feb 2021 17:03:33 GMT

Applies to

- EZproxy (all versions)

Answer

If you should receive an error similar to this:

**OVID SP**
Wolters Kluwer
[Support & Training](https://help.oclc.org/Library_Management/EZproxy/Troubleshooting/OVID_Licensing_error)
[Help](https://help.oclc.org/Library_Management/EZproxy/Troubleshooting/OVID_Licensing_error)

Ovid has encountered a fatal error:

```
Cannot open database: All user licenses are currently in use. Please try again later.<br/>
FAIL: could not start engine
The problem is most likely due to misconfiguration. Please contact the Ovid system administrator.
```

The reason is due to the OULL licensing is past the 30-day grace period.

The issue is licensing with Ovid. The recommendation is to contact Ovid for resolution.

Additional information

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