CMS Workstation/Database Access License FAQ

This FAQ has been prepared to help answer frequently asked questions about the concurrent user licensing model employed by our Commerce Management System software. If you have a question about licensing that isn't answered here, please contact us via email at sales@newhavensoftware.com or by calling (425) 861-7120.

Q. How many licenses do I have now?

A. Log into CMS and click on Help>About CMS. On that screen under 'License Information' you will see the maximum number of workstations that can connect to your CMS database simultaneously.

Q. Isn't CMS always running on my server?

A. Well, yes and no. CMS is actually comprised of two applications: one is the CMS Workstation executable you run every day and the other is the database server (Sybase SQL engine) which you never see. The database server is running on your server and does not count as a license unless you are also running the CMS executable on the server.

Q. I have CMS Solo. Does any of this apply to me?

A. No. CMS Solo is a non-networked product and it does not allow for additional database connections from other workstations nor can additional licenses be purchased without upgrading to CMS Standard or Professional. However, CMS Solo does allow other applications to connect to your database on the same machine CMS Solo is installed on.

Q. If I am accessing the database with multiple applications from my workstation (e.g. CMS, Worldship and Crystal) will it use multiple licenses?

A. No, your Workstation/Database access license is based on IP address or, in simpler terms, by workstation. One workstation running multiple connections to CMS will only count as one license.

Q. Is my workstation always using a license?

A. No. A license is used only when the program that is connecting to the database is running. Exiting out of CMS and/or any other application(s) on your machine that is (are) connecting to the CMS database will free the license so that it can be used elsewhere.

Q. Other than CMS Workstation, what programs can connect to my CMS SQL database?

A. Aside from the restrictions of the number of users and needing the proper credentials to connect to the database (for security) we otherwise do not restrict what applications can access your database. Below is a list of common applications that we commonly work with:

- Crystal Reports
- UPS WorldShip
- FedEx Ship Manager
- DHL Easy Ship
- DaZzle (Endicia)
- Harvey Software CPS
- Microsoft Access (used in some custom reporting and integration solutions)

Q. I have a workstation that is running Crystal Reports (or any other program that connects to CMS's database) but does not have CMS installed. Does this require a license?

A. If there is an available license to use, Crystal will use it. If all are currently being used, having someone log out of CMS or another application that is connected would allow you to connect with Crystal. Purchasing an additional license would allow you to run Crystal without having to log someone out. You could alternately install and run Crystal (or other ODBC programs) from one of the workstations already running CMS Workstation.

Q. I think I should have an available license but I still cannot connect to the database. What should I do?

A. Someone is probably connected to the database, even though they may not show an application open. It may be that you cannot log them out for whatever reason, and/or the application crashed and did not release its license. If there are persistent problems, we can instruct you on how to find all the used connections – but typically the solution will be to just clear all of the connections to the server. The simplest method to 'reset' your licenses is as follows:

1) Have everyone log out of CMS (ideally also any other programs that are connected)
2) On the server, go to Control Panel>Administrative Tools>Services
3) Find the service called Adaptive Server Anywhere
4) Right-click on that service and select the option to Stop
5) Once stopped, right-click again and select Start. Your database server is now running again with all licenses available.