

# Running out of Concurrent Clients

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## Overview

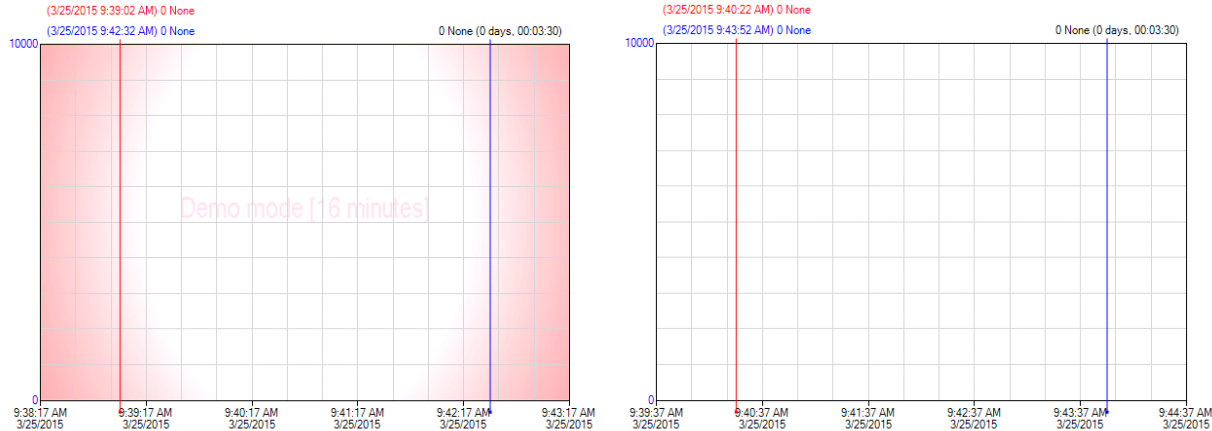
Embedded Historian Client Trend activeX into InTouch requires the use of licensing. When using concurrent type licensing, any client can connect and grab a license. If Trend isn't properly hidden or closed from the WindowViewer processes, the license isn't freed for others to use.

## Application Versions

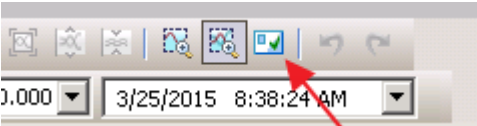
- Historian 2012 and above
- InTouch 2012 and above

## Symptoms

Trend shows 'Demo mode [XX Minutes]' instead of the standard white background. This will appear after one too many licenses has been taken. When clicking on the license status, it shows the number of licenses all used.



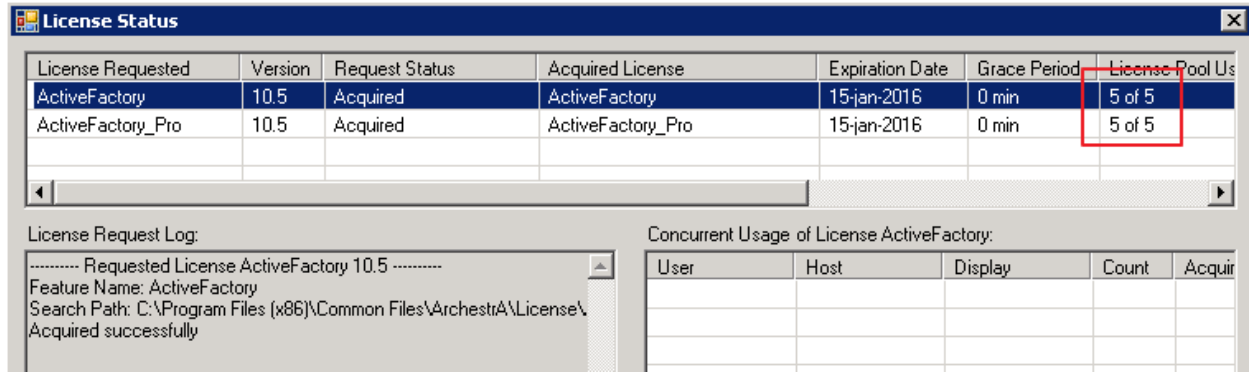
[Trend in demo mode vs Trend in non-demo mode.]



[License status button]



[Title]



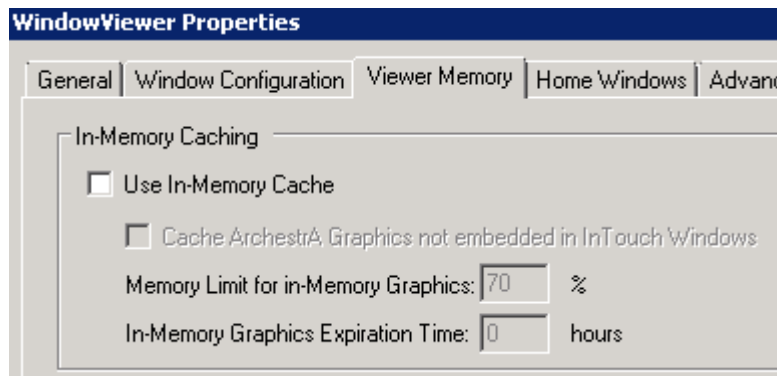
[License pool count]

Even when the window is closed/hidden, a license isn't freed up for the next client.

## Solution

Closing a window in WindowViewer doesn't actually empty that portion from RAM. Viewer uses In-Memory Cache which results in closed windows staying in RAM. While this aids in data dense window performance, it disallows the embedded trend from ever closing i.e. giving back the license.

Disable In-Memory Caching on a per application basis from Window Maker by navigating to Special, Configure, WindowViewer, and Viewer Memory tab. There you'll find the Use In-Memory Cache checkbox needing unchecked.



Unchecked memory caching

Now when a window containing Trend is closed or hidden, the license is freed up at the server.

