

If you are getting "The maximum user limit * has been reached for Opera 3 / Opera II" Message whilst logging into XRL, shown below:

Jser ID	guest	<u>0</u> K
assword		<u>C</u> ancel
28tA Logon		>
The m Opera	aximum user limit 1 has been rea a II / Opera 3 / Opera II.	iched for Opera 3 /
The m Opera	aximum user limit 1 has been rea a II / Opera 3 / Opera II.	oched for Opera 3 /

It is possibly due to a crash in Excel while a user was logged into XRL, and the user is now stuck and needs clearing.

To do this:

NOTE: make sure Excel is closed on your machine first, then click the start button on your keyboard and type setup. This should appear to select from in the list:

Programs (2)	
Mor Setup	
de la cometa	CKS Droduct Library Client Setup

Select it and click OK on the next screen.

(NOTE: when selecting this you may be asked for an admin user and password. If so, you will need IT to help)

PROFILE	be smart with technology			
		www.profile.co.uk	tel: 01442 236311	
Query & Analysi Logon Passwo User ID Password End-User Licence No.	s Setup ord Options system English Profile Technology Services Ltd 005462	QK Cancel Version 10.1.9		
Query & Ana Query & Ana Copyright © 2018 In subsidiaries. All righ and/or registered trav and subsidiaries. All respective owners.	Operations II for Global Solutions Technology GmbH and/or ts reserved. The word and design marks set fo demarks of Infor Global Solutions Technology (rights reserved. All other trademarks listed here	Opera 3 / Opera II its affiliates and rth herein are trademarks SmbH and/or its affiliates ain are the property of their		

On the next screen highlight the Opera 3 / Opera II, as below:

Product	Module	Expiry Date	Software Supplier	Serialization Code	-
infor Query & Analysis	Alert				
infor Query & Analysis	netEnterprise Manager				
infor Query & Analysis	netEnterprise Server				
infor Query & Analysis	Custom DataLink				
as	cis	23/12/2017			
Operations II	Operations II	12/05/2018	Pegasus Softw	_	
Opera 3 / Opera II	Opera 3 / Opera II	01/11/2019	Infor		5.
					_



Then click the Users drop down and select Clear All Users:

Query & Analysis Setup						اللال
tup Serializațion Users P	rofiles <u>Client</u> Logging	Help				
Image: Constraint of the second se	F2	curity Other				
Product Serialization 👧 Refree	sh List F5					
Product Glear	User F11		Expiry Date	Software Supplier	Serialization Code	1
infor Query 8 Clear	All Users ge Password F12	J				
infor Query 8 Clear	Uger Password	fanager				
infor Query 8 🔅 User y	Allocation F8 <u>M</u> izard	ierver				_
infor Query & Analysis	Custom DataL	ink				
× crs	CIS		23/12/2017			
Operations II	Operations II		12/05/2018	Pegasus Softw		¢
Opera 3 / Opera 3	II Opera 3 / Ope	era II	01/11/2019	Infor		

Click Yes.



Then close that form via the ${\sf X}$ top right and try XRL again.