

Manage License

A license is generated for your organization. The license manager module ensures that you adhere to the license agreement by restricting the usage to the licensed number of days.

Impact of the license on the SkyConnect working

License Type	Max Number Of Days	Max Number Of Users	Mithi Support	Admin Operations	Application Access
SkyConnect	As per license	Unlimited (Your will be charged for the additional users on a pro-rata basis)	Will be suspended on the day license expires	As per the tables in the next section	Will continue to function for 14 days after license expiry, after which users will not be able to access email and chat accounts using HTTP / POP / IMAP / SMTP or XMPP

License status and administration restrictions

The restrictions are placed on the operations allowed using the Admin Panel or Application Manager to manage the SkyConnect entities.

The sections below give the details:

Provisioning entities

This table assumes that your admin role allows you to provision all the entities below.

If your role does not allow provisioning of a certain entity, then it will be disallowed irrespective of the state of the license.

The operations which reduce user count are:

- Deleting users
- Moving them to another mail system

The table gives the admin operations allowed at different states of the license

License State	Organization	Domain	User
Active	Allowed	Allowed	Allowed
Near user limit threshold	Allowed	Allowed	Allowed.
User limit has expired	Allowed	Allowed	All operations allowed. If the number of users provisioned exceeds the licensed count, then you will be charged on the extra usage on a monthly basis.
Near the time expiry	Allowed	Allowed	Allowed

License State	Organization	Domain	User
Time expired	Not allowed	Not allowed	Not allowed

Managing entities

This table assumes that your admin role allows you to manage all the entities below. If your role does not allow managing of a certain entity, then it will be disallowed irrespective of the state of the license.

Critical operations are

- Resetting user/group passwords
- Resetting account lockout status

License State	Organization	Domain	User
Active	Allowed	Allowed	Allowed
Near user limit threshold	Allowed	Allowed	Allowed
User limit has expired	Allowed	Allowed	Allowed
Near time expiry	Allowed	Allowed	Allowed
Time expired	Allow only the critical operations.	Allow only the critical operations.	Allow only the critical operations.

Calculating the licensed users in the system

A licensed user is a user who has an active account on the SkyConnect servers.

The following users are not counted as licensed users:

- System users such as postmaster.
- Users whose mailsystem is Others. (Users with Others mailsystem are hosted on the co-existence servers.)
- Aliases
- Groups

Alerts

Primary or technical contacts will receive email alerts at the following triggers:

- when you are nearing or crossed the user limit or the time limit.

- when user limits crossing the 90% threshold.
- for time limits 30,15, 7, 5, 4, 3, 2 and 1 day before license expiry.

You can set the thresholds for receiving notifications using Admin Panel.

Viewing the Licensed & Provisioned users for an organization

1. [Log in to the SkyConnect Admin Panel](https://docs.mithi.com/home/how-to-login-to-the-skyconnect-admin-panel) (<https://docs.mithi.com/home/how-to-login-to-the-skyconnect-admin-panel>).
2. From the left pane, select a SkyConnect **domain** from the list of domains.
3. On the right pane, expand the **Organization License** section.
 - The **License Users Limit** property shows the licensed users to your organization.
 - The **License Generation Date** property shows the date when current license was generated.
 - The **Licensed Users Presents** property shows the number of users you have provisioned across all domains in the organization.
4. Alternatively, you can subscribe to a **users report** from the Admin Panel. The report will be sent to your registered email id. Details of subscribing to SkyConnect reports can be found [here](https://docs.mithi.com/home/how-to-subscribe-to-receive-skyconnect-reports) (<https://docs.mithi.com/home/how-to-subscribe-to-receive-skyconnect-reports>).

Configuration

Domain Configuration

As an Admin, you can view all the License related information from Admin Panel. Using Admin Panel, you can update the License properties mentioned below

Steps	License Properties
Admin Panel => Domain name => License	<ul style="list-style-type: none"> • Set threshold of user licenses before the maximum number of users allowed, from when you will be alerted to renew your license. • Set the number of days before license expiry from when you will be alerted to renew your license. • The list of email ids to which the email alerts about the license status has to be sent.