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# Genesys Skills Management Automated Install and Upgrade Guide

License Validation

5/10/2025

# License Validation

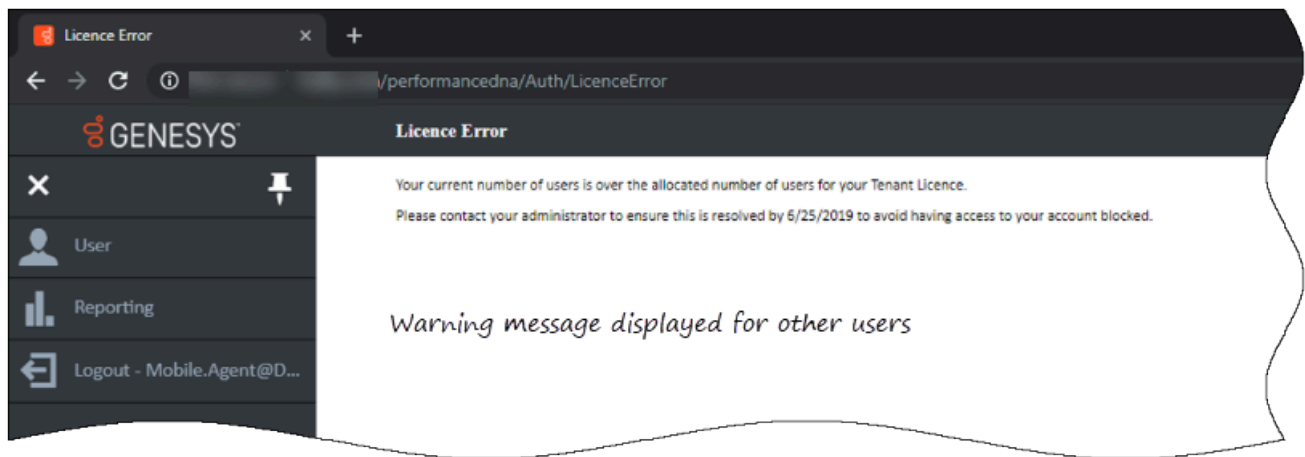
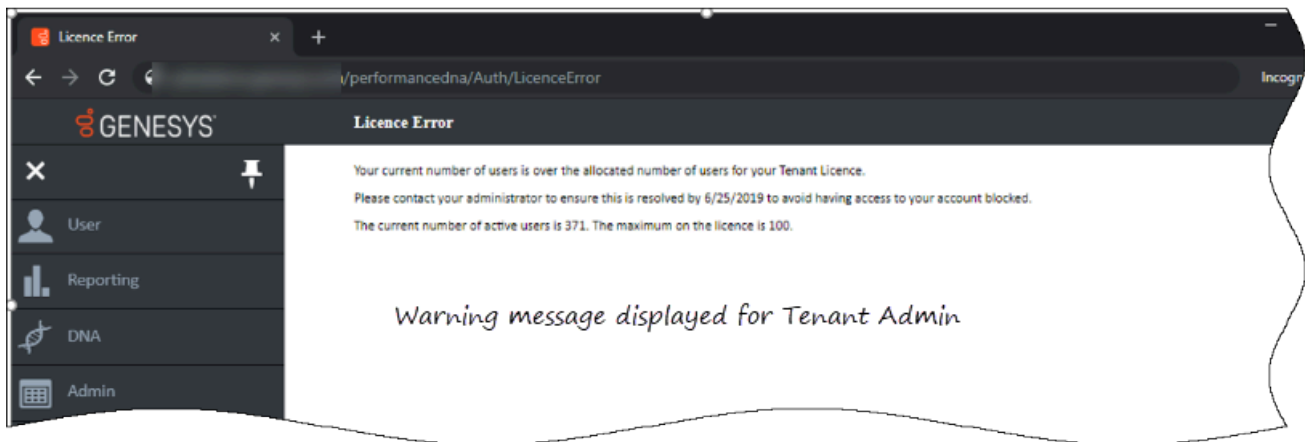
Performance DNA validates the number of active users for a Tenant against the number of users allocated for their license. Users that log in after a license breach are detected. A license breach Warning message is displayed to them. However, Performance DNA allows the user to ignore the Warning message and continue working in the application for **7** continuous days which is the *license breach active period*.

## Disclaimer

- If breaching licenses are not resolved within the *license breach active period*, users are **blocked** from using the application.
- *Archived* users are not considered for license validation.

## Tenant Administrator login

If a Tenant Administrator logs in to the application during the license breach active period, Performance DNA displays the license information, such as the **current active users** and the **maximum allowed users** along with the license breach Warning message displayed for other users.



## How to resolve the license breach

To resolve the license breach, the Tenant Administrator can update the number of licenses from the [Tenant Administration](#) dialog or reduce the number of active users when the breach is active. If this issue is not resolved within the license breach active period (**7** days), users attempting to login to the system thereafter will be **blocked** from using the system.

### Disclaimer

The Tenant Administrator must resolve the licensing issue during the license breach active period, after which only a Landlord can update the breaching Tenant's license.