

Applying a Teamwork Cloud license

Upon a successful installation, only the administrator account is available and required for you to apply a Teamwork Cloud license for the first time. The license selection page will also open if your license expires.

The license selection page prompts you to specify the address of the [FlexNet license server installation](#) where you store your license(s). If you do not specify any port, **1101** will be the default port. If you enter a wrong address, an error message will open for you to report the problem.



- An administrator account is required only when applying a license for the first time. In subsequent license updates, any user who has the Server Administrator role can apply a Teamwork Cloud license.
- Teamwork Cloud will automatically apply the selected license whenever it starts. If the license does not exist in the license server anymore, the server will go into a limited mode, allowing only a user with the Server Administrator role to log in.
- After applying a license, Teamwork Cloud permanently consumes one user connection.

To apply a Teamwork Cloud license

1. Open Teamwork Cloud in a web browser using this address format: `https://<machine ip>:<port>/webapp`.
2. Sign in to Teamwork Cloud using the administrator account credentials (the default credentials are **Administrator/Administrator**).
3. Click the **Settings** application to open it.
4. From the left-side menu select the **Server license** page. There you will find the **License information** table.
5. Enter the IP address of the FlexNet server (if it is on the same instance, use 127.0.0.1), and click **SHOW LICENSES**.
6. If a valid license is found, it is applied automatically. If there are multiple licenses available, select the license to use on this server and click **Confirm**.
7. After applying the license, in the **License information** table, you will see the license which is used.



If your license server only has a single license edition for Teamwork Cloud, it will be automatically applied.



If your Teamwork Cloud is using a multi-node Cassandra cluster, you must have a Business Pro or Enterprise license. Teamwork Cloud will deactivate if it detects a multi-node cluster with either a Standard or Business license.

Whenever a Teamwork Cloud node connects to the FLEXnet License Server and retrieves (leases) a license, the number of available licenses will decrease. If all available licenses from the server are leased, the node will not be able to launch and you will need to reactivate once a license becomes available.

If your FLEXnet License Server is down, the server capacity shall be set to zero. Only one connection is allowed at that time. All currently active users can continue working but they cannot sign in again once they log out as no user can sign into the server at that time. The server administrator can sign into the Teamwork Cloud Admin to select a new license server.

You can see information about your current license on the **Server license** page of Teamwork Cloud Admin. The information includes the license edition and expiration date, the license version. See section [Changing a Teamwork Cloud license](#) to change or update your license.

Related pages

- [Changing a Teamwork Cloud license](#)
- [Accessing Teamwork Cloud Admin](#)