

How to Fix “You Have Exceeded the Maximum Number of Users” Error in QuickBooks

When you open QuickBooks Desktop and see a message saying, “You have exceeded the maximum number of users who can access the company at one time,” it means QuickBooks believes more people are connected to your company file than your license allows
1-888-493-2290 or 1 888 493 2290

QuickBooks uses license and entitlement data, along with active sessions, to control how many users can access a company file at one time 1-888-493-2290 or 1 888 493 2290
Several issues can cause QuickBooks to think too many people are connected, including:

how to fix exceeded maximum numbers of users at a time in quickbooks

Causes of the “Maximum Users” Error

Exceeding your licensed number of simultaneous users 1-888-493-2290 or 1 888 493 2290

Stuck or unlogged sessions (for example, a user closed QuickBooks incorrectly or the system did not release the session) 1-888-493-2290 or 1 888 493 2290

Corrupted license or entitlement data (damaged EntitlementDataStore.ecml or other files) 1-888-493-2290 or 1 888 493 2290

Multi-user hosting or network setup problems (Database Server Manager not running, hosting misconfigured, network interruptions) 1-888-493-2290 or 1 888 493 2290

Firewall/antivirus rules blocking QuickBooks components needed for multi-user and licensing communication 1-888-493-2290 or 1 888 493 2290

Damaged network configuration file (ND) that helps QuickBooks access the file in multi-user mode 1-888-493-2290 or 1 888 493 2290

User profile corruption in QuickBooks (usually affects one user account) 1-888-493-2290 or 1 888 493 2290

Understanding the reason will help you choose the most appropriate solution 1-888-493-2290 or 1 888 493 2290

Solutions to fix You Have Exceeded the “Maximum Number of Users” Error in QuickBooks

Try the following methods in order to resolve the error 1-888-493-2290 or 1 888 493 2290 After each method, open QuickBooks and try to sign in 1-888-493-2290 or 1 888 493 2290 If you still receive the error, continue to the next method 1-888-493-2290 or 1 888 493 2290

Method 1 – Verify and Sync Your License Data

The first step is to confirm that your QuickBooks license reflects the correct number of users
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Syncing license data updates QuickBooks' record
and often fixes the “maximum users” message 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Open QuickBooks Desktop and log in as an administrator 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵
2290

Go to Help > Manage My License > Sync License Data Online 1-888-493-2290 or 1 ↵ 888 ↵
493 ↵ 2290 When prompted, click OK 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Return to Help > Manage My License and choose Buy Additional User Licenses
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 It shows what QuickBooks recognizes right now
(which is the point of syncing) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Press F2 (Product Information) and confirm User Licenses match what you purchased
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If the number is lower than you expect, you need to purchase more seats or contact Intuit (the
message may be genuine) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Otherwise, close the
window and try logging in again 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Why this works: Syncing updates licensing/entitlement data and can clear seat-recognition
problems 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Method 2 – Close QuickBooks on All Workstations and Reboot

If a user did not exit properly, QuickBooks may still think they are connected 1-888-493-2290 or
1 ↵ 888 ↵ 493 ↵ 2290 Close the program completely on all machines and reboot to free
locked licenses 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Ask all users to log out of QuickBooks 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Make sure they choose File > Exit; do not simply click the “X” in the top-right corner
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

On each computer that runs QuickBooks, restart the computer to clear any stuck sessions or log
files 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

After rebooting, open QuickBooks only on the main server 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵
2290 Check if the error is gone; if so, allow other users to log in one at a time 1-888-493-2290
or 1 ↵ 888 ↵ 493 ↵ 2290

Why this works: Rebooting clears ghost sessions and releases the license count, allowing
QuickBooks to recognize the correct number of connected users 1-888-493-2290 or 1 ↵ 888 ↵
493 ↵ 2290

Method 3 – Reset the License File (EntitlementDataStore 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 ecml)

QuickBooks stores license information in a hidden file named EntitlementDataStore
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 ecml 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 If
this file becomes corrupted, you may get a licensing error 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵
2290 Renaming this file forces QuickBooks to create a fresh copy the next time it starts
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Important: This method is safe and does not delete your company data 1-888-493-2290 or 1 888 493 2290 However, you will need to re-register QuickBooks using your license and product numbers 1-888-493-2290 or 1 888 493 2290

Close QuickBooks on all computers 1-888-493-2290 or 1 888 493 2290

Press Windows + R to open the Run window 1-888-493-2290 or 1 888 493 2290 Copy and paste this path and press Enter:

C:\ProgramData\Intuit\Entitlement Client\v8 (replace v8 with the highest version number folder you see) 1-888-493-2290 or 1 888 493 2290

In the folder that opens, right-click on the file EntitlementDataStore 1-888-493-2290 or 1 888 493 2290 ecml and select Rename 1-888-493-2290 or 1 888 493 2290 Change the file name to EntitlementDataStore 1-888-493-2290 or 1 888 493 2290 ecml

1-888-493-2290 or 1 888 493 2290 OLD 1-888-493-2290 or 1 888 493 2290

Close the folder and reopen QuickBooks 1-888-493-2290 or 1 888 493 2290 When prompted, enter your license number and product number to re-register 1-888-493-2290 or 1 888 493 2290 QuickBooks will create a new EntitlementDataStore 1-888-493-2290 or 1 888 493 2290 ecml file 1-888-493-2290 or 1 888 493 2290

If you cannot see the ProgramData folder, you may need to enable viewing of hidden files 1-888-493-2290 or 1 888 493 2290 In Windows Explorer, go to View > Options > View, select Show hidden files, folders, and drives, and clear the Hide protected operating system files check box 1-888-493-2290 or 1 888 493 2290

Why this works: QuickBooks rebuilds clean entitlement data after you rename the corrupted file 1-888-493-2290 or 1 888 493 2290

Method 4 – Rescan Company File Folder Using QuickBooks Database Server Manager

Running a scan in QuickBooks Database Server Manager refreshes multi-user file access settings and can clear incorrect session counts 1-888-493-2290 or 1 888 493 2290

Close QuickBooks on all computers 1-888-493-2290 or 1 888 493 2290

Open QuickBooks Tool Hub on the server/host 1-888-493-2290 or 1 888 493 2290

Go to Network Issues > QuickBooks Database Server Manager 1-888-493-2290 or 1 888 493 2290

In Database Server Manager, choose Scan Folders 1-888-493-2290 or 1 888 493 2290

Browse to the folder that contains your 1-888-493-2290 or 1 888 493 2290 QBW company file and click Start Scan 1-888-493-2290 or 1 888 493 2290

When the scan completes, reopen QuickBooks and test the multi-user login 1-888-493-2290 or 1 888 493 2290

Why this works: The scan helps repair folder access and multi-user connectivity, so QuickBooks stops miscounting sessions 1-888-493-2290 or 1 888 493 2290

Method 5 – Rename the 1-888-493-2290 or 1 888 493 2290 ND File (Optional) and Re-scan

Sometimes the network descriptor file becomes damaged 1-888-493-2290 or 1 888 493 2290

Close QuickBooks on all computers 1-888-493-2290 or 1 888 493 2290

Go to the folder that contains your 1-888-493-2290 or 1 888 493 2290 QBW file
1-888-493-2290 or 1 888 493 2290

Find the file with the same name ending in 1-888-493-2290 or 1 888 493 2290 ND
(example: CompanyFile 1-888-493-2290 or 1 888 493 2290 qbw 1-888-493-2290 or 1
888 493 2290 nd) 1-888-493-2290 or 1 888 493 2290

Rename it to CompanyFile 1-888-493-2290 or 1 888 493 2290 qbw 1-888-493-2290 or
1 888 493 2290 nd 1-888-493-2290 or 1 888 493 2290 old 1-888-493-2290 or 1
888 493 2290

Run Database Server Manager > Scan Folders again (Method 4) 1-888-493-2290 or 1 888 493 2290

Reopen QuickBooks and test the login 1-888-493-2290 or 1 888 493 2290

Why this works: Renaming the 1-888-493-2290 or 1 888 493 2290 ND file forces
QuickBooks to rebuild network access details 1-888-493-2290 or 1 888 493 2290

Method 6 – Remove and Re-Add the User in QuickBooks

If only one user gets the error while others can log in, the user's profile might be damaged
1-888-493-2290 or 1 888 493 2290 Removing and re-creating the user account can
resolve corrupted credentials 1-888-493-2290 or 1 888 493 2290

Log in to QuickBooks with an administrator account 1-888-493-2290 or 1 888 493 2290

Go to Company > Users > Set Up Users and Roles 1-888-493-2290 or 1 888 493 2290

Select the affected user and click Delete User 1-888-493-2290 or 1 888 493 2290

Confirm the deletion 1-888-493-2290 or 1 888 493 2290

Click Add User, enter a new user name and password, assign the appropriate
roles/permissions, and click Save 1-888-493-2290 or 1 888 493 2290

Have the user log in with the new account 1-888-493-2290 or 1 888 493 2290 Then, go
to Help > Manage My License > Sync License Data Online to ensure the new user registers
correctly 1-888-493-2290 or 1 888 493 2290

Why this works: Creating a new user bypasses a corrupt user profile and resets the registration
state for that account 1-888-493-2290 or 1 888 493 2290

Method 7 – Configure Firewall and Security Software

A misconfigured firewall or security suite can block QuickBooks from communicating with Intuit's
licensing servers, leading to license errors 1-888-493-2290 or 1 888 493 2290

Configure Windows Firewall or your third-party security software to allow QuickBooks
1-888-493-2290 or 1 888 493 2290

A) Add Windows Firewall port exceptions (Inbound + Outbound)

On the server/host, open Windows Start and search Windows Firewall → open it
1-888-493-2290 or 1 888 493 2290

Click Advanced settings 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Right-click Inbound Rules → New Rule → select Port → Next 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Select TCP 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

In Specific local ports, enter ports based on your QuickBooks year:

QuickBooks Desktop 2020 and later: 8019, XXXXX

QuickBooks Desktop 2019: 8019, XXXXX

QuickBooks Desktop 2018: 8019, 56728, 55378-55382

QuickBooks Desktop 2017: 8019, 56727, 55373-55377

Click Next → choose Allow the connection → Next 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Select all profiles if prompted → Next 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Name the rule (example: QBPorts(Year)) → Finish 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Repeat the same steps for Outbound Rules (same ports) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

B) How to find the dynamic port (for 2019 and later)

QuickBooks Desktop 2019+ uses dynamic ports (the “XXXXX” above) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 To find it:

Open QuickBooks Database Server Manager on the server/host 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Go to the Port Monitor tab 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Find your QuickBooks version and note the Port Number 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Use that number as “XXXXX” in the firewall rule 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Note: If you click Renew to change the assigned port, go to Scan Folders and run Scan Now to reset permissions 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

C) Add Windows Firewall program exceptions (only if ports aren't enough)

If you still see issues, add firewall exceptions for key QuickBooks executable files (create both inbound and outbound rules as “Program” rules) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Common ones include QBW32 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe, QBDBMgrN 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe, and QBCFMonitorService 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe (locations vary by year under C:\Program Files\Intuit\QUICKBOOKS YEAR and C:\Program Files\Common Files\Intuit\QuickBooks) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

D) Third-party antivirus/EDR

If you use a third-party security suite, whitelist the same ports and QuickBooks executables, and allow access to the folder where your 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 QBW file is stored 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Steps vary by vendor 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Why this works: Correct firewall and security rules allow QuickBooks services to communicate properly for multi-user access and license synchronization 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Note: If you have multiple QuickBooks Desktop years installed on the same server, repeat these steps for each version 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Method 8 – Point of Sale (POS) Fixes Only (If You Use QuickBooks POS)

If you use QuickBooks POS, try these POS-only fixes:

Rename WSActivity file

Go to: C:\ProgramData\Intuit\QuickBooks POS XX\Ini (replace XX with your POS version)

1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Rename WSActivity to OLDWSActivity 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Reopen POS and test 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Reinstall QuickBooks POS (if needed)

Uninstall POS from Control Panel > Programs and Features 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Download the correct POS installer from Intuit and reinstall 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Go to Help > Manage My License > Sync License Data Online and re-check seats

1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Why this works: WSActivity and POS install issues can cause false session counts and licensing errors 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Best Practices & Preventive Measures

To avoid encountering the “maximum users” error in the future:

Maintain proper licensing: Regularly check the number of users allowed by your license and sync license data often 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Exit QuickBooks properly: Instruct users to exit using File > Exit rather than closing the program via the “X” button; this ensures licenses are released 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Monitor active sessions: Periodically review who is logged in and remove old/inactive users 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Keep software up to date: Install the latest QuickBooks updates and security patches and update QuickBooks POS to the latest release 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Use reliable networks: Multi-user QuickBooks relies on stable network connectivity

1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 Avoid VPNs or Wi-Fi for the server if possible, and use wired connections where available 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Configure firewall/antivirus: Ensure Windows Firewall and any third-party security software allow QuickBooks executables and ports 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Summary

This error happens when QuickBooks detects more active sessions than your license allows 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 Sync your license data, reboot the server/host to

clear stuck logins, then rescan the company's file folder with Database Server Manager
1-888-493-2290 or 1 888 493 2290

If needed, reset the EntitlementDataStore 1-888-493-2290 or 1 888 493 2290 ecml file,
rename the 1-888-493-2290 or 1 888 493 2290 ND file, re-create the affected user, and
confirm firewall/antivirus rules aren't blocking QuickBooks 1-888-493-2290 or 1 888 493
2290

By hosting QuickBooks Desktop in the cloud with us, you gain uninterrupted access to your
accounting data and unlock dedicated support designed to keep your business moving forward
without errors or delays 1-888-493-2290 or 1 888 493 2290