

Connection Issue / License Portal Down

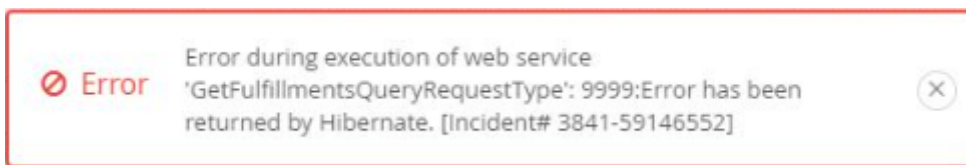
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What can I do, if there is a connection issue with the license portal

There are several types of connection issues:

1. There is a message "**server connection lost**" message at the top of the license portal.
2. The blue progress bar at the top of the screen is **not** moving anymore.
3. You are getting an error message with error code **9999**.

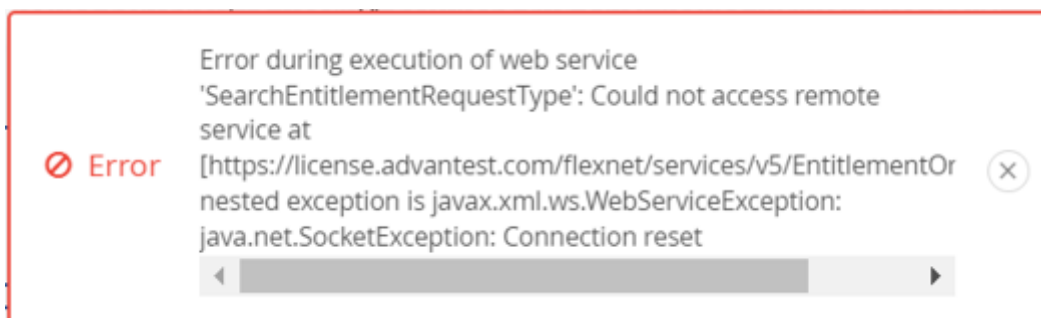
Example:



Here you can view the error code 9999, which is used for time outs.

4. You are getting an error message hinting out a connection issue.

Example:



Here you can view the keyword "Connection reset", which indicates a connection issue.

Best practices:

- In general, **never open several license portal sessions neither in the same browser nor in another browser.**

- For **1.** and **2.** **please wait.** Do not close the browser tab.

Please do not open another license portal session, also not in a different browser as this will just add more load.

- For **3.** and **4.** **please close the error message and log out.**

Please try the same action some time later.

If the error remains, please inform your Advantest support.