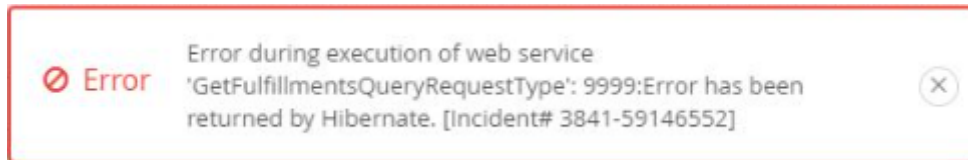


# What can I do, if there is a connection issue with the license portal

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**.

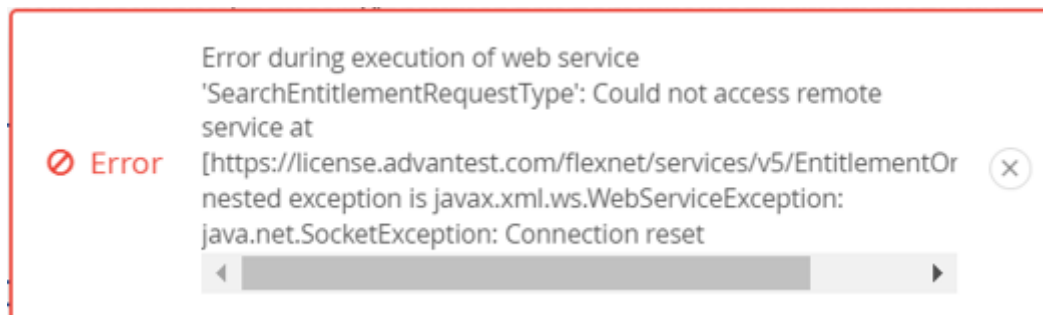
## Example:



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.
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Revision #2

Created 2025-10-15 09:53:11 CEST by Ekaterina Nikitina

Updated 2025-11-12 22:00:14 CET by Jiawei Zhang