Understand Muhasib Plan Limits and Restricted Access

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Overview

This guide will help you distinguish a subscription feature restriction from a capacity warning or block and choose the correct remedy.

Muhasib advances to the next allowed lifecycle state or preserves the current state for safe diagnosis; the verification section identifies the expected result.

Who can do this

You need access to Use requires the rights and business authority described by the workflow. Database, licence, user, company, or system changes require the responsible administrator.

Before you start

Confirm the intended workstation, database, company/workspace, user or subscription context, and preserve any in-progress work before proceeding.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Follow the launch, wizard, login, company-selection, Back Office, or power path described in the procedure; the available starting screen depends on current installation state.

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Step 1: Record the exact warning or blocked-action message

Step 2: Review Licence Information for plan, status, expiry, and terminal type

Step 3: Determine whether the entire module is absent or only one

Determine whether the entire module is absent or only one action is unavailable.

Step 4: Ask an administrator to compare the user's role permission without

Ask an administrator to compare the user's role permission without changing it merely to test access.

Step 5: If the message names a capacity, count only active records

If the message names a capacity, count only active records in the scope defined by the plan.

Step 6: Use the portal or subscription owner to resolve entitlement or capacity

Step 7: Restart or sign in again only when instructed so refreshed

Restart or sign in again only when instructed so refreshed rights and features can load.

Check your work

The intended module/action becomes available to an authorized user, and Licence Information shows the expected active entitlement. Do not check by bypassing role controls.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- A missing button can result from either plan or role filtering.
- Company, location, terminal, user, item, customer, and supplier capacities may have different scopes.
- Never delete business records solely to reduce a licence count without dependency review and approval.

Related guides

- Review and Maintain Muhasib Licence Access
- Understand Why a Module or Action Is Unavailable
- Grant and Revoke Muhasib Permissions
- Request Muhasib Support

What to do next

> **Review and Maintain Muhasib Licence Access**.

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