

VRS License Shows Inactive in Administration Console

000046010 | Troubleshooting | Last updated 2026-09-15 | Kofax Capture

ISSUE

VRS Administration Console shows the license state as Inactive, even though VRS is installed, running, and processing scan jobs correctly. The customer expects to see Active and assumes the license is broken or unlicensed.

CAUSE

VRS can be licensed two different ways. A standalone VRS Elite license (VP- or UP- part number) activates directly in VRS Administration Console and shows Active there once activated. When VRS is instead bundled as part of a Tungsten/Kofax Capture license (for example, a Capture serial that includes a set number of VRS Workgroup or Desktop seats), those seats are never activated through VRS Administration Console. Instead, each seat is drawn from the Capture License Utility at the moment a VRS scan source loads in a scan module. Because the console never performs an activation for these seats, its status field stays Inactive permanently. This is expected behavior for Capture-bundled VRS licensing, not a licensing fault.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/46010>