



## On-premise

### Enregistrer une base de données

To register your database, enter your subscription code in the banner in the app dashboard. If the registration is successful, the banner will turn green and display the database expiration date.

#### Astuce

The expiration date is also displayed at the bottom of the Settings page.

### Dupliquer une base de données

Duplicate a database by accessing the database manager on your server ( `<odoo-server>/web/database/manager` ). Typically, you want to duplicate your production database into a neutralized testing database. It can be done by checking the neutralize box when prompted, which executes all *neutralize.sql* scripts for every installed module.

### Common error messages and solutions

#### Registration error

In case of a registration error, the following message should be displayed.

Something went wrong while registering your database. You can try again or contact [Odoo Help](#). ×

Subscription Code:

RETRY

To resolve the issue:

- Check the **validity of your Odoo Enterprise subscription** by verifying if your subscription details have the tag **In Progress** on your [Odoo Account](#) or contact your Account Manager.
- Ensure that **no other database is linked** to the subscription code, as only one database can be linked per subscription.

- Verify that **no databases share the same UUID** (Universally Unique Identifier) by opening your [Odoo Contract](#). If two or more databases share the same UUID, their name will be displayed.

### Database

⚠ It seems you have multiple databases sharing the same Unique Identifier (uuid), which can cause problems with invoicing and database validity.

We have detected name conflicts for the following uuids:

**51b8f708**

- odoo9-test
- odoo9

Please ensure that all duplicated databases use another uuid than the production database.

You can get more information as to how to solve this problem in our [Documentation](#).

If that is the case, manually change the database(s) UUID or [send a support ticket](#).

- As the update notification must be able to reach Odoo's subscription validation servers, ensure your **network and firewall settings** allow the Odoo server to open outgoing connections towards:
  - Odoo 18.0 and above: `services.odoo.com` on port `80`
  - Odoo 17.0 and below: `services.openerp.com` on port `80`

These ports must be kept open even after registering a database, as the update notification runs once a week.

## Too many users error

If you have more users in a local database than provisioned in your Odoo Enterprise subscription, the following message should be displayed.

This database will expire in 26 days. You have more users or more apps installed than your subscription allows. [Upgrade your subscription](#)

When the message appears, you have 30 days to act before the database expires. The countdown is updated every day.

To resolve the issue, either:

Once your database has the correct number of users, the expiration message disappears automatically after a few days, when the next verification occurs.

## Database expired error

If your database expires before you renew your subscription, the following message should be displayed.



This database has expired. [Renew your subscription](#) ↻

This message appears if you fail to act before the end of the 30-day countdown.

To resolve the issue, either:

- Click the **Renew your subscription** link displayed in the message and complete the process. If you pay by wire transfer, your subscription will be renewed when the payment arrives which can take a few days. Credit card payments are processed immediately.
- [Send a support ticket](#) ↗.

## 🔗 Obtenir de l'aide

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