**eFlow 5.1 SP1 - Stations crashing in newly installed Environment (SimpleDemo)**

**3021623**

**Question / Problem:**

On a new PROD environment, we are getting intermittent crashes with modules like FilePortal, Recognition of SimpleDemo.


License feature usage increase failed because node does not exist (most likely was disposed). Node name is 'efl-pro-rec01\efProcessShell\3240155422719559441813791' --->

System.ServiceModel.FaultException`1[TIS.Core.Domain.License.Exception.LicenseFeatureNodeDoesNotExistException]: License feature usage increase failed because node does not exist (most likely was disposed). Node name is 'efl-pro-rec01\efProcessShell\3240155422719559441813791' at
TIS.Core.Domain.License.Storage.LicenseFeatureUsageStorage.UpdateUsage(String featureName, Int32 changeUsageCount) at TIS.Core.Domain.License.LicenseService.UpdateUsage(String featureName, Int32 changeUsageCount) at TIS.Core.Domain.License.LicenseService.IncreaseSessionUsage(String featureItemName, Int32 increaseUsageCount, String sessionId) at SyncInvokeIncreaseSessionUsage(Object , Object[] , Object[] ) at System.ServiceModel.Dispatcher.SyncMethodInvoker.Invoke(Object instance, Object[] inputs, Object[]& outputs) --- End of inner exception stack trace ---

We checked the DB and found that the records are somehow deleted from ENode table (eFlowManagement) shortly after station launch. Delete query seems to be triggered by IIS.

**Answer / Solution:**

The issue is due to the eFlow server and SQL server are set to different time zones.

**Applies to:**

<table>
<thead>
<tr>
<th>Product</th>
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<tbody>
<tr>
<td>eFlow</td>
<td>5.1 SP1</td>
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https://knowledge.kofax.com/Top_Image_Systems/Troubleshooting/eFlow_5.1_SP1_-_Stations_crashing_in_newly_installed...