How do I update my license count or license expiration? (All Products)

Cavallo Support - 2025-07-10 - FAQ

The process to update your licenses varies slightly from product to product. We'll have the steps for each application provided below.

Products:

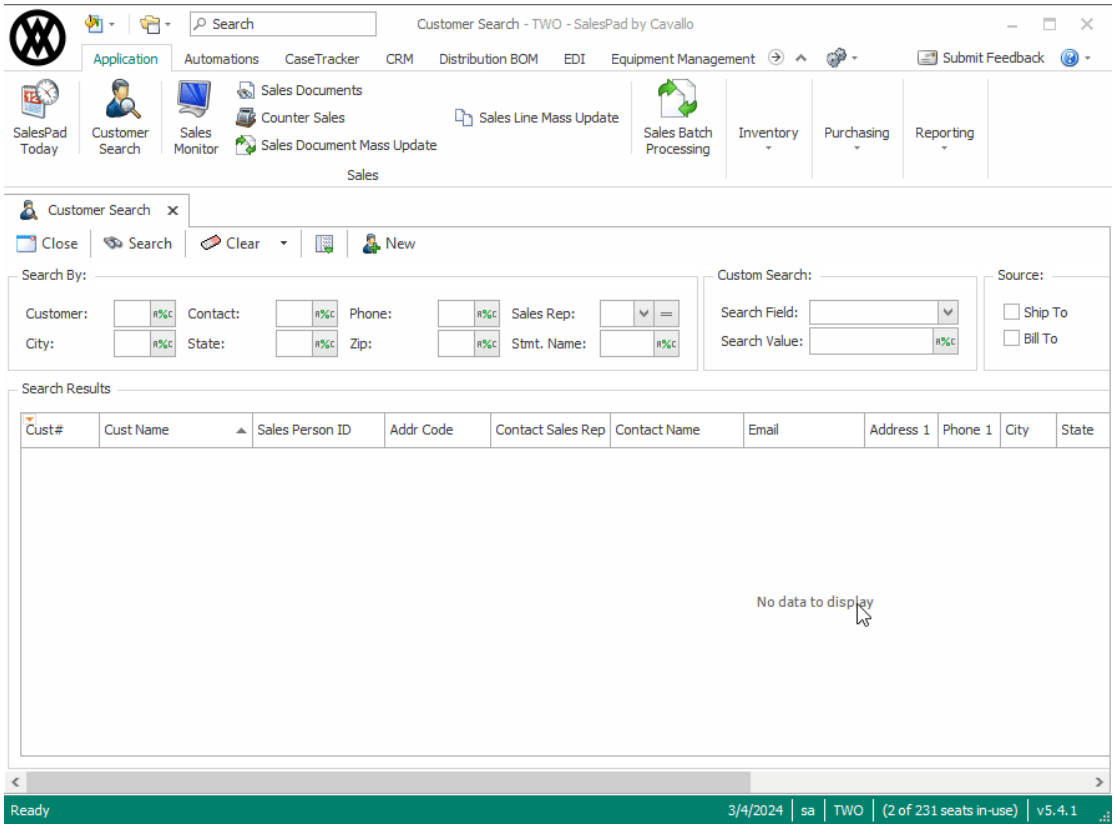
- SalesPad Desktop
- SalesPad Mobile
- Inventory Manager
- ShipCenter
- ShipTo

SalesPad Desktop

Note: If you are on version 5.3.3 (released in May 2023) or later, this process has been automated, and you don't need to perform these steps.

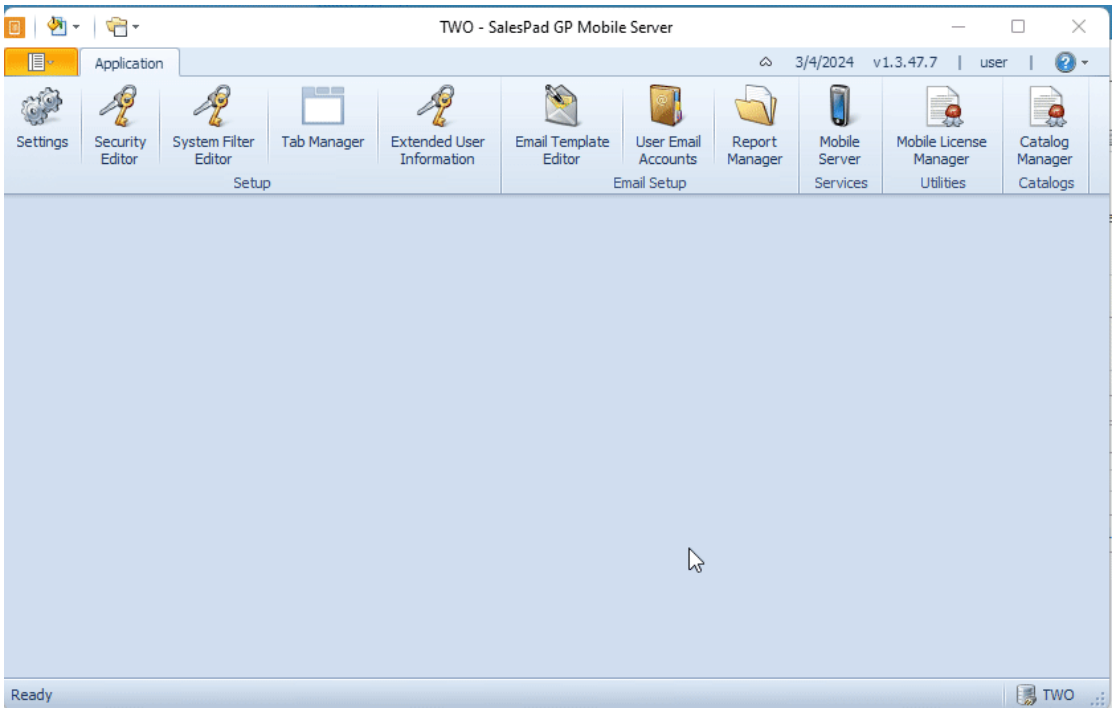
To update your workstations, from within SalesPad GP. click the blue help 'Help' icon on the top right of the program >> About and select the Update License button.

There is no need to wait for a prompt as the licenses will be updated immediately in the background.



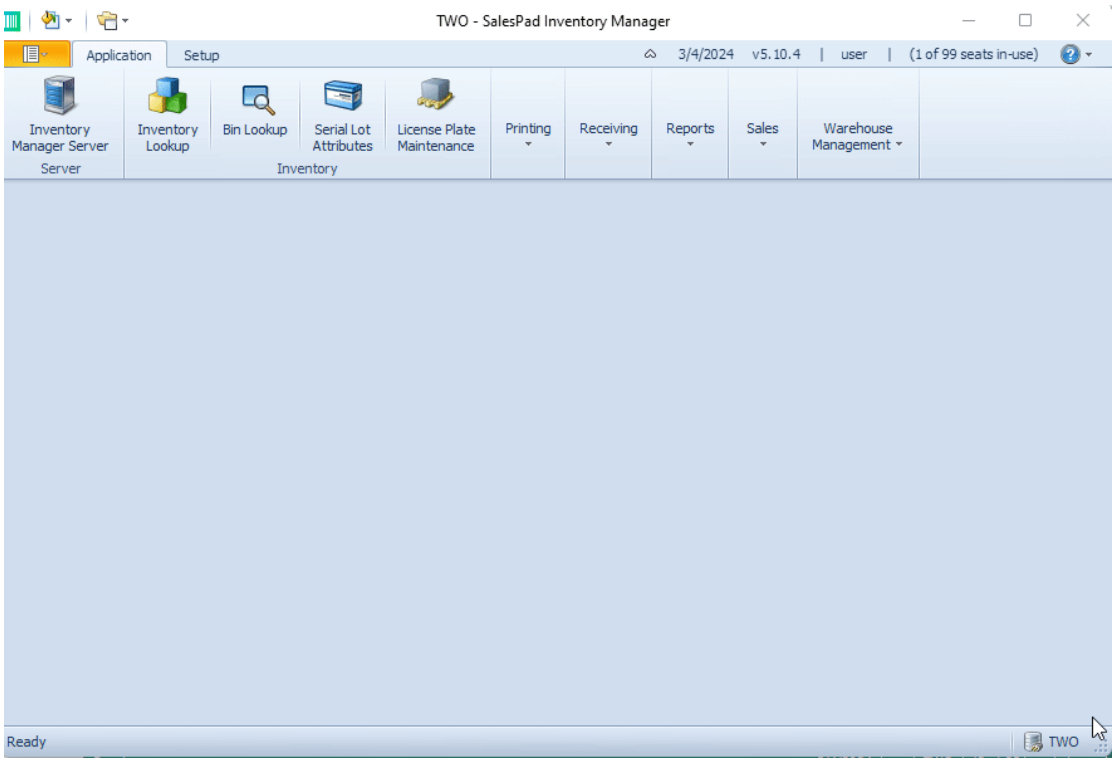
SalesPad Mobile

SalesPad Mobile licenses may be updated in the Security Editor. To access, click the orange page icon on the top left of the program >> Security Editor >> Refresh Licenses. There you will be given a prompt asking to proceed. Click Yes and then wait for the License Request Results window to let you know if the update was successful.



Inventory Manager

Inventory Manager licenses may be updated in the Security Editor. To access, click the orange page icon on the top left of the program >> Security Editor >> Refresh Licenses. There you will be given a prompt asking to proceed. Click Yes and then wait for the License Request Results window to let you know if the update was successful.



ShipCenter

Versions of ShipCenter 1.3.0.1 and above will auto-refresh licenses once per day.

For prior versions, you may clear the spsc.LicenseRecord table in SQL. This will force ShipCenter to refresh the licensing on it's next login.

ShipTo

You may clear the spLicenseRecordShipTo table in SQL. This will force ShipTo to refresh the licensing on it's next login.