

Self-hosting: license, usage reports and support

From the SourceLace manual: This page is for admins of a SourceLace install that your organization runs itself. On SourceLace's cloud none of this applies. Your IT team's setup guide is SourceLace's self-hosting guide, which your SourceLace contact sends them.

SourceLace version 0.1.0 · Made October 7, 2026

The latest version is at <https://sourcelace.onrender.com/docs>

Self-hosting: license, usage reports and support

This page is for admins of a SourceLace install that your organization runs itself. On SourceLace's cloud none of this applies. Your IT team's setup guide is SourceLace's self-hosting guide, which your SourceLace contact sends them.

Admins find everything here in the app under **Compliance → License**.

Your license

Your license is a small file from SourceLace that says who the install is for, your plan, how many seats you have and the last day it is valid. SourceLace checks it on your own server, with no internet needed. Your IT team installs it in the `SOURCELACE_LICENSE` setting; the **License** page shows what it says and how many seats are used.

When a license lapses

Nobody is ever cut off mid-work. Chat, queries, AI apps connected to SourceLace and agents always keep working.

- **Expiring within 14 days:** a warning banner for admins. Ask your SourceLace contact to renew.
- **Expired, up to 14 days ago:** a warning banner. Nothing stops yet.
- **Expired longer ago, or more people than seats:** admin changes pause until a renewed license is installed or people are removed: adding or changing people, email domains, sources, groups, single sign-on, on-premise agents and settings. Removing people and sources always works, so you can get back under your seats at once.
- **No license yet:** everything works for the install's first 30 days, with a banner; after that, admin changes pause until a license is installed.

What SourceLace receives

Once a day your install builds a usage report for the previous day. It holds **counts only**: SourceLace's version, your plan and seats, how many people have access and how many signed in within 30 days, how many sources of each kind are connected (such as "salesforce: 1"), how people sign in, and how many questions, tool calls, agent runs and errors (by type, such as "QueryRejected") there were.

It never holds records from your systems, names or email addresses, queries, chat text, file names, record ids, object or field names, error messages, or keys and passwords. The **License** page shows the exact report under **What we send to SourceLace**, and when each one was received.

With an online license, your install sends the report to SourceLace by itself; if it cannot reach SourceLace it tries again later, and nothing in the app waits for it. With an offline license nothing is sent: once a month, choose the month on the **License** page, click **Download usage report**

and email the file to SourceLace support. You can open the file and read it first.

Asking for help: the support bundle

When SourceLace support asks for details, click **Download support bundle** on the **License** page and attach the zip to your message. It holds the version, whether the database and Redis answer, the license's state, every setting by name with secrets shown only as "set" or "not set", the last 7 days of usage counts, and recent server log lines with email addresses, tokens and passwords removed. It holds no records, queries, chat text or keys. Open it and check before sending if you like.