How to upgrade/downgrade license in new ezeelogin customer portal?

245 Manu Chacko October 12, 2024   4299

Upgrade/downgrade the number of servers in new Ezeelogin customer portal

---

Overview: This article provide step by step instructions for Ezeelogin customers on how to upgrade or downgrade the number of servers from the their customer portal.

Step 1: Login into the [customer portal area]() and click on the **Licenses Tab** on the left menu.

Step 2: On Licenses tab click on **edit** button on the right side of the corresponding license.

Ezeelogin
customer portal

Dashboard
Licenses
Orders
Invoices
Payment options
My account
Agents
Credits
Knowledgebase ☑
Helpdesk ☑
Website ☑

Licenses

Refresh   **Add**

IP Address   🔍   Advanced search   Options

#	IP	Secondary IP	Servers	Expiry	Status	Order ID	Actions
1	117▓▓▓242		299	2019-01-11	active	5c0f690d997c7968fa3441e1	🚚 ✏️
2	20▓▓▓90	▓▓2.54	431	2018-12-13	active	5bead35f6184ed48a15c0cb8	🚚 ✏️
3	11▓▓▓72		269	2019-01-05	active	5c07bc2a997c7968fa3441b8	🚚 ✏️

Step 3: Enter the new number of server click on update.

Dashboard

Licenses

Orders

Invoices

Payment options

My account

Agents

Credits

Knowledgebase

Helpdesk

Website

Edit license

No. of servers ⓘ *

299

Billing cycle *

Monthly (no discount)

IP address ⓘ *

11 40 42

Secondary IP address (optional) ⓘ

IP address of the secondary gateway server

Cancel   Update

Current billing

Amount	$595.01 USD
Start date	Dec 11, 2018
End date	Jan 11, 2019
Days total	31
Days used	0
Days remaining	31

Order details

ID	5c0f690d997c7968fa3441e1
Created	2018-12-11 01:06 PM
IP	1 2
Type	update
Servers	299
Billing cycle	1 months

Step 4: Enter the Card number, expiry, name & CVC.

Related Articles:

[Understanding Upgrading/Downgrading license calculations](#)