

License mismatch! This Ezeelogin was installed with a different license.

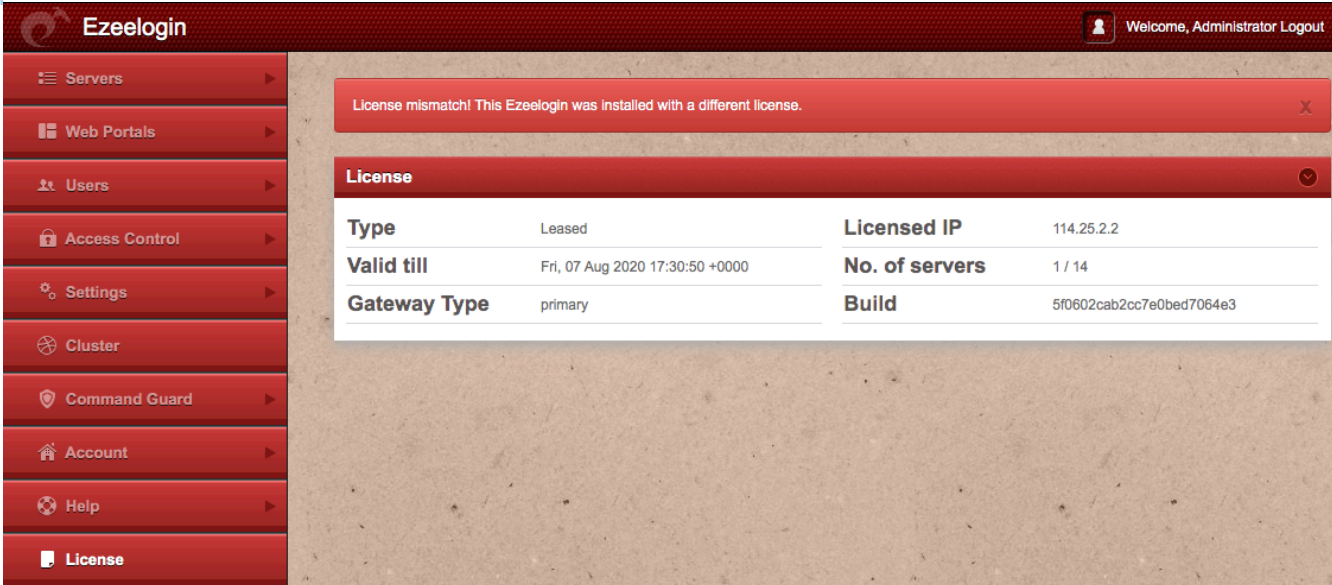
330 Riya Francis October 7, 2024 [Common Errors & Troubleshooting](#) 2835

License mismatch! This Ezeelogin was installed with a different license.

Overview: This article describes resolving a [license](#) mismatch error in Ezeelogin due to a new build ID generated during license renewal, advising to reactivate the expired license by paying the invoice instead of purchasing a new license.

- When issuing a new license for the same IP, this error typically occurs because a new build ID is generated, which differs from the original build ID.
- As a result, the license mismatch error appears in the Ezeelogin software GUI's **About** tab.
- To resolve this problem, you can reactivate the expired license by paying the [expired invoice](#), and there is no need to purchase a new license for renewal.

Note: No need to purchase a new license to renew. You can pay the expired invoice to reactivate the expired license.

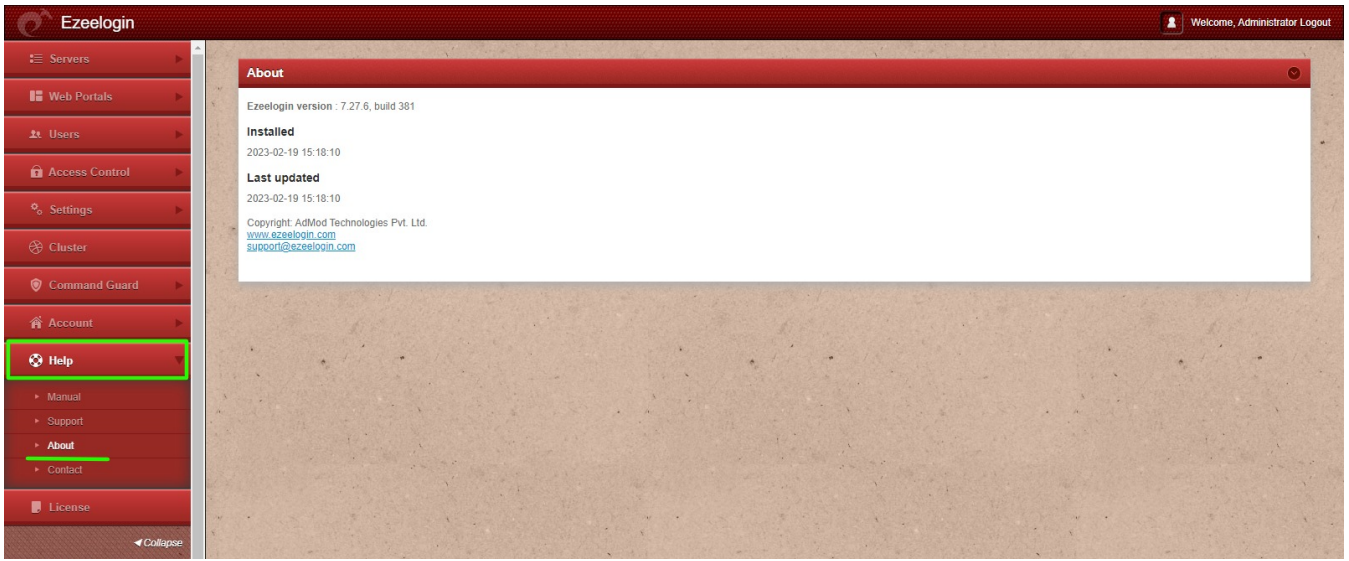


The screenshot shows the Ezeelogin administrator interface. At the top, there is a navigation bar with the Ezeelogin logo and a user profile icon labeled 'Welcome, Administrator Logout'. A sidebar on the left contains various menu items: Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License. The main content area displays a red error message: 'License mismatch! This Ezeelogin was installed with a different license.' Below the error message, there is a 'License' section with a dropdown arrow. This section contains a table with the following data:

Type	Leased	Licensed IP	114.25.2.2
Valid till	Fri, 07 Aug 2020 17:30:50 +0000	No. of servers	1 / 14
Gateway Type	primary	Build	5f0602cab2cc7e0bed7064e3

Q.) What is the build ID and where can I find it in Ezeelogin?

- The build ID showing in the **About** tab is a unique number issued to every new license for every new installation.
- The build ID showing in the **About** tab cannot be changed manually.



Related Articles:

[How to find the Ezeelogin version, last updated date, build ID](#)

[How to pay an expired invoice from the new billing portal?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/license-mismatch-this-ezeelogin-was-installed-with-a-different-license-330.html>