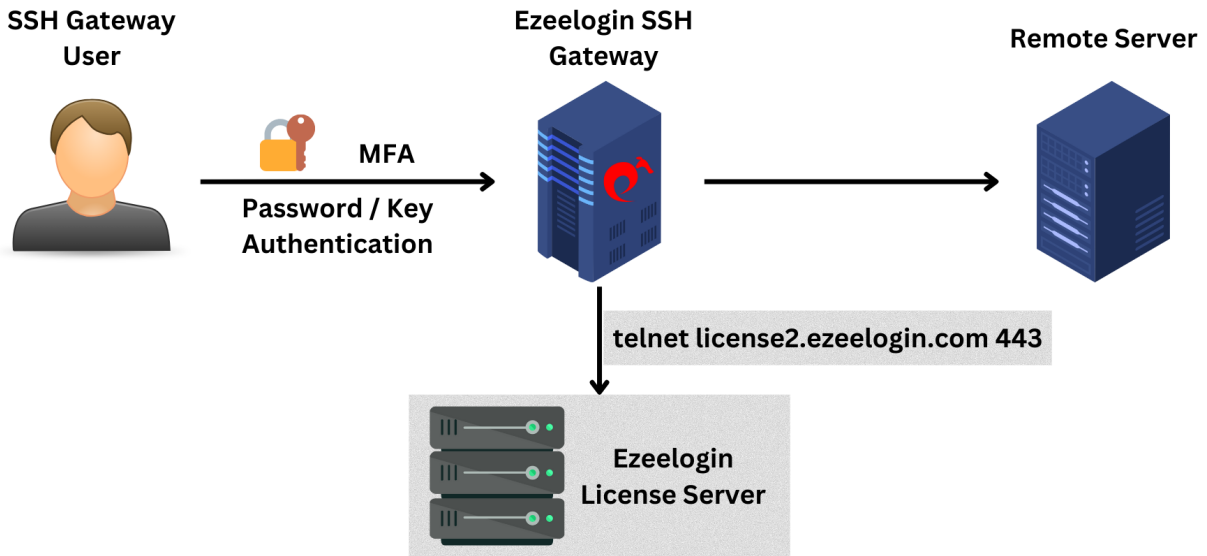


License cache outdated but its not time yet

43 admin October 1, 2024 [License](#) 5907

Ezeelogin license tab not showing the correct details

Overview: This article will help the admin user to fix the license tab issue where it does not show the correct details even if the license has not expired.



Ezeelogin License

| | | | |
|--------------|-----------------|----------------|---------|
| Type | Leased | Licensed IP | Unknown |
| Valid Till | Not Applicable | Server Time | |
| Gateway Type | DEMO | No. of Servers | 3 / 600 |
| Source | <Not available> | Build | demo |

Ezeelogin License

| | | | |
|--------------|--------------------------|----------------|---------------------------------|
| Type | Leased | Licensed IP | <Not available> |
| Valid Till | <Not available> | Server Time | Wed, 19 Jun 2024 11:26:06 +0000 |
| Gateway Type | <Not available> | No. of Servers | <Not available> |
| Source | Ezeelogin License Server | Build | <Not available> |

This issue occurs due to an incorrect license file being cached.

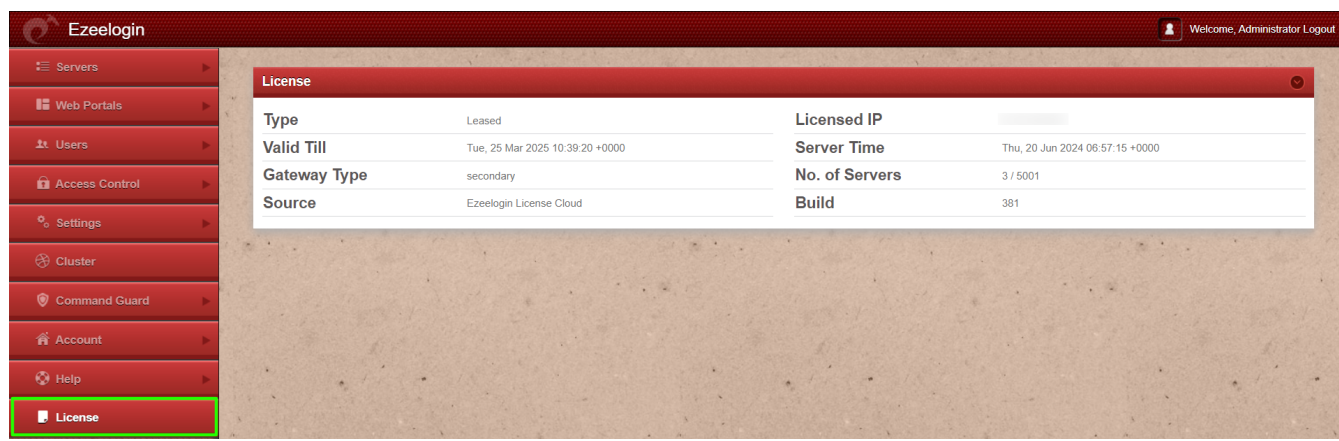
Step 1: Login to gateway server server as root user.

```
root@desktop:~# ssh root@{gateway_server_ip or gateway_server_hostname}
```

Step 2: Delete the file from the gateway server where the license details are stored.

```
root@gateway:~# mv /usr/local/etc/ezlogin/lic.dat /usr/local/etc/ezlogin/lic.dat_$(date +%Y-%m-%d)
```

Step 3: Relogin to **Ezeelogin GUI** and **click on the license tab** to fetch the latest correct details.



The screenshot shows the Ezeelogin GUI interface. On the left, a sidebar menu contains various options: Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License. The License option is highlighted with a green border. The main content area displays a 'License' window with the following details:

| License | | | |
|--------------|---------------------------------|----------------|---------------------------------|
| Type | Leased | Licensed IP | |
| Valid Till | Tue, 25 Mar 2025 10:39:20 +0000 | Server Time | Thu, 20 Jun 2024 06:57:15 +0000 |
| Gateway Type | secondary | No. of Servers | 3 / 5001 |
| Source | Ezeelogin License Cloud | Build | 381 |

Related Articles:

[How to update the license from the Ezeelogin Customer Portal?](#)

[How to add/edit a License from the Ezeelogin customer portal?](#)

[Features that can be accessed after the Ezeelogin License expiry](#)

Online URL: <https://www.ezeelogin.com/kb/article/license-cache-outdated-but-its-not-time-yet-43.html>