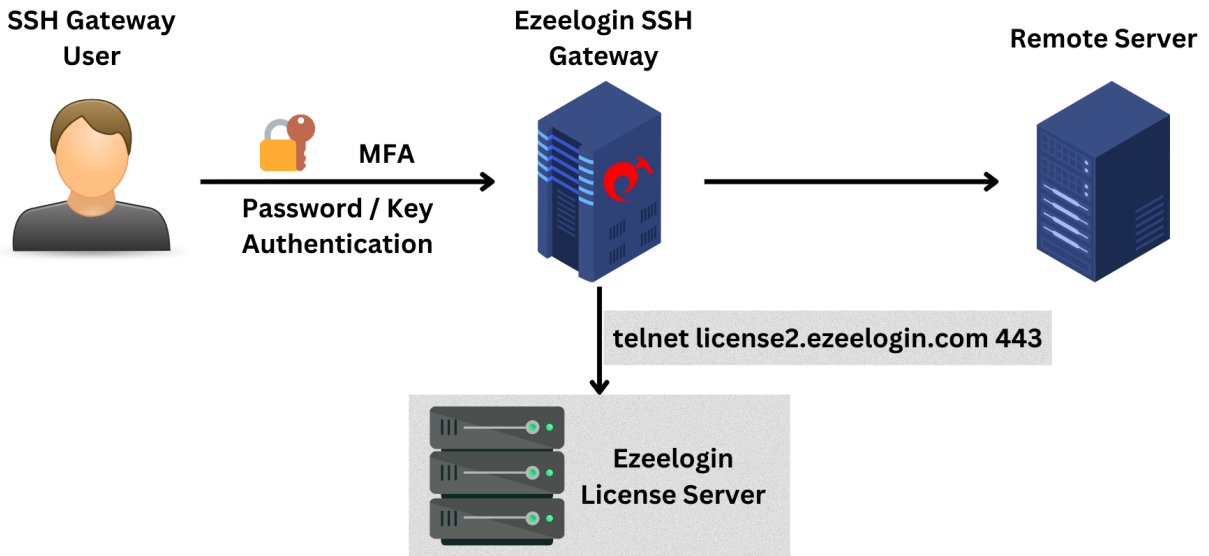


License cache outdated but its not time yet

43 admin October 1, 2024 [License](#) 5819

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.



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

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.

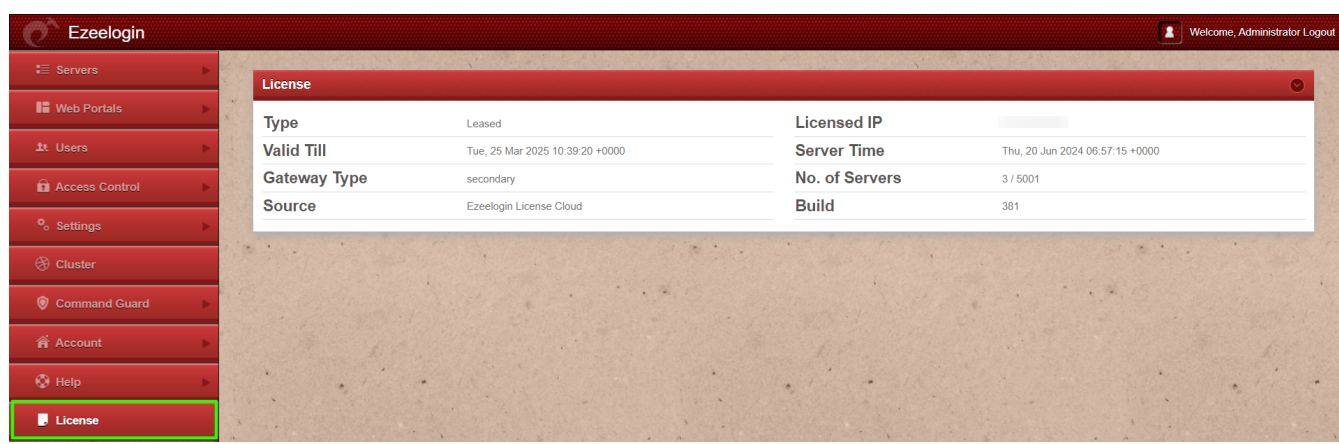
Step 1: Login to gateway server server as root user.

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https://www.ezeelogin.com/kb/article/license-cache-outdated-but-its-not-time-yet-43.html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