

License Expired when generating user reports

555 Krishnaja February 8, 2023 [Common Errors & Troubleshooting](#) 1299

License Expired when generating user reports using eztool script

```
root@JUMP-SRV:~# php /usr/local/ezlogin/eztool.php -user_report username -out userreport.csv

ezeelogin

#####
# Ezeelogin Tool #
#####

Checking environment... The memory limit is less than 4 GB. If the script crashes abruptly without any errors, try increasing the PHP memory limit.
done
Checking license...
license expired
Please contact support@ezeelogin.com
```

The above error occurs when the eztool could not fetch the license from the license server.

Ensure that there is a connection to the license server by running the following command:

```
root@jumpserver:~# telnet license2.ezeelogin.com 443

Connected to license2.ezeelogin.com.

Escape character is '^]'.

root@jumpserver:~#telnet license.ezeelogin.com 443

Connected to license.ezeelogin.com.

Escape character is '^]'.


```

If there is no connection to the license server, use the below step to create the license file,

To find the Ezeelogin dbname and dbprefix run the below command,

```
root@jumpserver:~# grep -v '^s*#' /usr/local/etc/ezlogin/ez.conf | grep -i 'db_name|db_prefix'

root@jumpserver:~# mysql -u root -p -e "use ezeelogin_dbname; select value from prefix_settings where name='ezlel';" > lic.dat ; tail -n +2 lic.dat > /usr/local/etc/ezlogin/lic.dat
```

Even if the issue is persisting, please contact Ezeelogin support team [24*6 Live Chat Support](#) /

[Helpdesk](#)

[How to generate user reports as CSV files in Ezeelogin?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/license-expired-when-generating-user-reports-555.html>