

License Expired when generating user reports

555 Krishnaja March 21, 2025 [Common Errors & Troubleshooting](#) 1588

How to resolve "License Expired" error when generating user reports using eztool script?

Overview: This article describes resolving the "License Expired" error in **eztool** by checking [license](#) server connectivity and manually generating the license file if needed.

Error: License expired

```
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.

Step 1: Ensure that there is a connection to the license server by running the following command:

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

Connected to license2.ezeelogin.com.

Escape character is '^]'.

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

Connected to license.ezeelogin.com.

Escape character is '^]'.

```

Step 2: 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@gateway:~# grep -v '^s*#' /usr/local/etc/ezlogin/ez.conf | grep -i 'db_name|db_prefix'
```

```
root@gateway:~# 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
```

Contact our [support department](#) if you face any difficulties.

Related Articles:

[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>