License Expired when generating user reports

License Expired when generating user reports using eztool script

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?](#)