License Expired when generating user reports

555 Krishnaja February 8, 2023 Common Errors & Troubleshooting 1031

License Expired when generating user reports using eztool script

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

#########################
# 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:

[redacted]

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'

[redacted]

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