## License Expired when generating user reports

555 Krishnaja March 21, 2025 Common Errors & Troubleshooting 1640

## 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 <u>license</u> server connectivity and manually generating the license file if needed.

## **Error: License expired**



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\_nameldb\_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