ERROR 4192: key error

How to view the error message in the gateway shell and application log?

- Run the below command to view the Ezeelogin version and the error message in the gateway server shell.

```
root@gateway ~]# ezsh -v

ERROR 4192: key error
ERROR 7220
Ezeelogin version 7.30.2
(libssh2: 1.10.1_DEV)
Copyright (c) ADMOD, Inc.
www.ezeelogin.com
```

- Tail the latest Ezeelogin application log and view the latest messages.

```
root@gateway ~]# cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/

root@gateway ~]# tail log-2023-xx-xx.php

Output:
ERROR 4192: key error
ERROR 7220
ERROR 4192: key error
ERROR 7210
```

This error usually happens because of the issue with **license migration from the old billing portal to the new billing portal**.

Contact Ezeelogin 24*6 Live Chat Support / Helpdesk to resolve the issue.