License mismatch! This Ezeelogin was installed with a different license.

330 Riya Francis October 7, 2024 Common Errors & Troubleshooting 3560

License mismatch! This Ezeelogin was installed with a different license.

Overview: This article describes resolving a <u>license</u> mismatch error in Ezeelogin due to a new build ID generated during license renewal, advising to reactivate the expired license by paying the invoice instead of purchasing a new license.

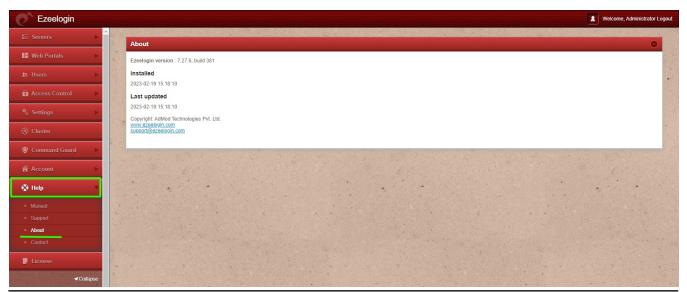
- When issuing a new license for the same IP, this error typically occurs because a new build ID is generated, which differs from the original build ID.
- As a result, the license mismatch error appears in the Ezeelogin software GUI's About tab.
- To resolve this problem, you can reactivate the expired license by paying the <u>expired invoice</u>, and there is no need to purchase a new license for renewal.

Note: No need to purchase a new license to renew. You can pay the expired invoice to reactivate the expired license.

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|----------------|---|--|---|----------------|--------------------------|
| Web Portals | ► | License mismatch! This Ezeelogin was installed with a different license. | | | |
| L Users | • | License | | | |
| Access Control | • | Туре | Leased | Licensed IP | 114.25.2.2 |
| - | | Valid till | Fri, 07 Aug 2020 17:30:50 +0000 | No. of servers | 1 / 14 |
| 。Settings | | Gateway Type | primary | Build | 5f0602cab2cc7e0bed7064e3 |
|) Cluster | | | | | |
| Command Guard | • | | and the state of the | | |
| Account | • | | C. P. S. | | |
|) Help | • | · · · · | | | the second |
| License | | and an and a second | | | |

Q.) What is the build ID and where can I find it in Ezeelogin?

- The build ID showing in the **About** tab is a unique number issued to every new license for every new installation.
- The build ID showing in the **About** tab cannot be changed manually.



Related Articles:

How to find the Ezeelogin version, last updated date, build ID

How to pay an expired invoice from the new billing portal?

Online URL: https://www.ezeelogin.com/kb/article/license-mismatch-this-ezeelogin-was-installed-with-a-different-license-330.html