

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

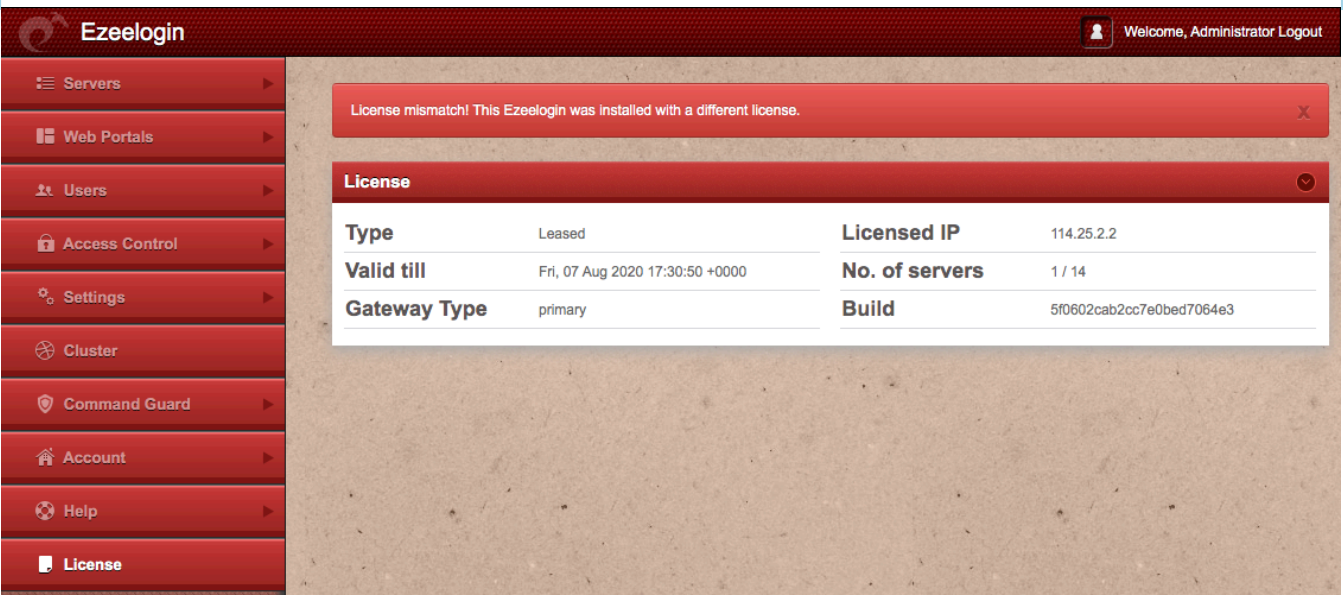
330 Riya Francis October 7, 2024 [Common Errors & Troubleshooting](#) 3440

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

Overview: This article describes resolving a [license](#) 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.

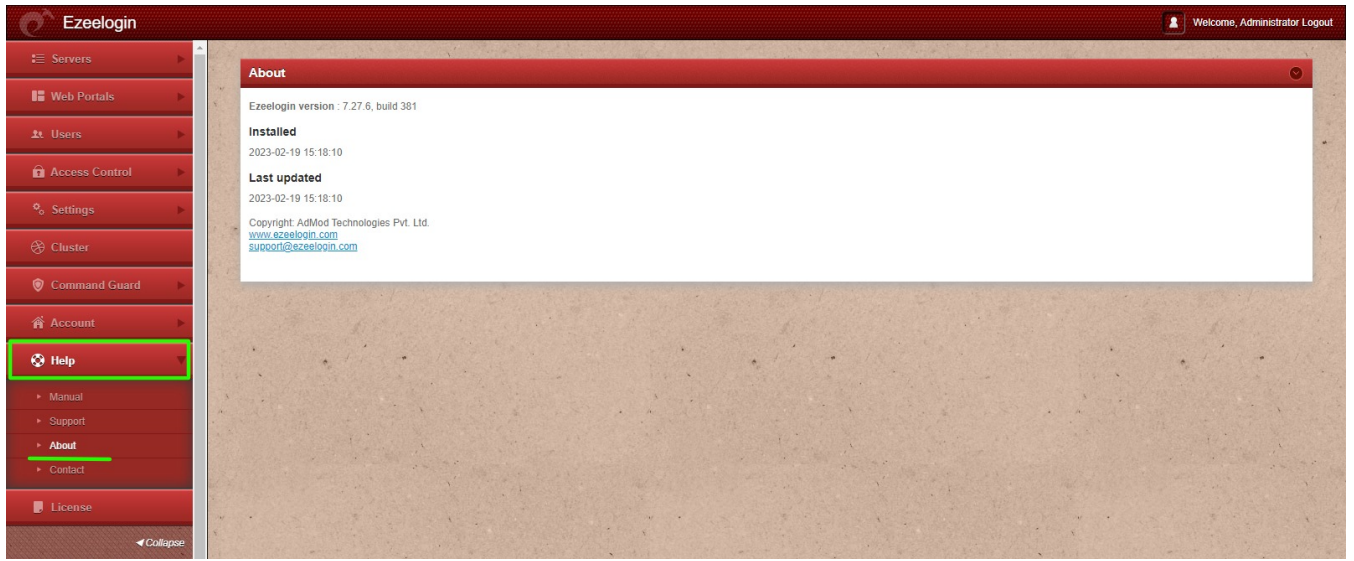
- When issuing a new license for the same IP, this error typically occurs because a new build ID is generated, which differs from the original build ID.
- As a result, the license mismatch error appears in the Ezeelogin software GUI's **About** tab.
- To resolve this problem, you can reactivate the expired license by paying the [expired invoice](#), 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.



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>