The IP field must contain a valid public IP or how to install Ezeelogin on a machine in lan

50 admin October 1, 2024 Common Errors & Troubleshooting, Installation 12404

How to solve the error "The IP field must contain a valid public IP" while issuing a license?

Overview: This article describes how to resolve the error "**The IP field must contain a valid public IP**" error while issuing a license by ensuring internet connectivity via NAT, finding the public IP, using a static IP, or obtaining an owned license for LANs without internet.

Step 1: Ensure Internet Connectivity:

Make sure the machine in the LAN has internet connectivity via NAT (Network Address Translation) and can connect to **license.ezeelogin.com** on port **443**.

```
root@gateway:~# telnet license.ezeelogin.com 443
```

Step 2: Determine Public IP:

SSH into the jump server and run the following command to find the public IP.

```
root@gateway:~# wget -qO- http://ezeelogin.com/myip

or

root@gateway:~# curl ifconfig.me
```

A static public IP is recommended. If the server is behind a DHCP and the public IP changes frequently, you will need to update the licensed IP from the customer portal every time it changes.

Step 3: Purchase License for Public IP:

The license server will check the public IP used by the NAT. Therefore, purchase the license for the public IP that is NATed.

Step 4: Consider Owned License for LAN Without Internet:

Opt for an owned license if you plan to use Ezeelogin in a LAN with no internet connectivity.

By following these steps, you can install Ezeelogin on a machine in a LAN and avoid the error regarding the IP field.

Feel free to take the help of support if you encounter any issues or need further assistance!

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