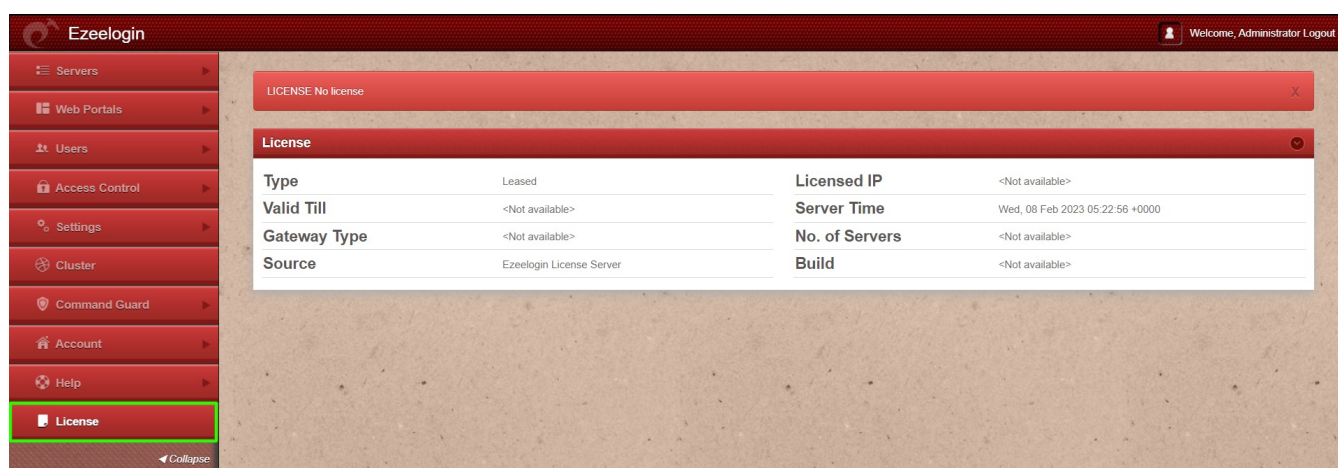


# LICENSE No license

52 admin October 1, 2024 [Common Errors & Troubleshooting](#) 29701

**I get the error LICENSE: No license Please contact support even though I have issued the license.**

**Overview:** This article offers step-by-step troubleshooting for the "LICENSE No license" error in Ezeelogin, even after issuing the license. It includes solutions to fix the issue.



**Refer below steps if you are using the Ezeelogin cloud license:**

**Step 1:** Make sure that the gateway server has an outbound connection to the license server. Run below command

```
root@gateway:~# telnet license2.ezeelogin.com 443
```

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

**Step 2:** Make sure you have issued the license with the IP of the gateway server. Run the below command to verify the IP of the gateway server.

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

**Refer below steps if you are using the Ezeelogin standalone license:**

**Step 1:** Run the below command to confirm lic.dat file is present in the directory.

```
root@gateway:~# ls /usr/local/etc/ezlogin/
```

**Step 2:** If you have the standalone license file, do copy it to the below directory.

```
root@gateway:~# cp standalone_file.dat /usr/local/etc/ezlogin/lic.dat
```

**Step 3:** Correct the permission of the license file by running the below command.

```
root@gateway:~# chmod 644 /usr/local/etc/ezlogin/lic.dat
```

Contact [support](#) with any [error messages](#) you may have.

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### Related Articles:

[License expired though it's not time / Number of servers exceeds maximum limit / How to flush license](#)

[License cache outdated but it's not time yet](#)

[LICENSE ERROR: Could not resolve host: license.ezeelogin.com](#)

[Error: Reached the maximum number of servers allowed by the current license. Please upgrade the license to add more servers](#)

[Features that can be accessed after Ezeelogin License expiry](#)

Online URL: <https://www.ezeelogin.com/kb/article/license-no-license-52.html>