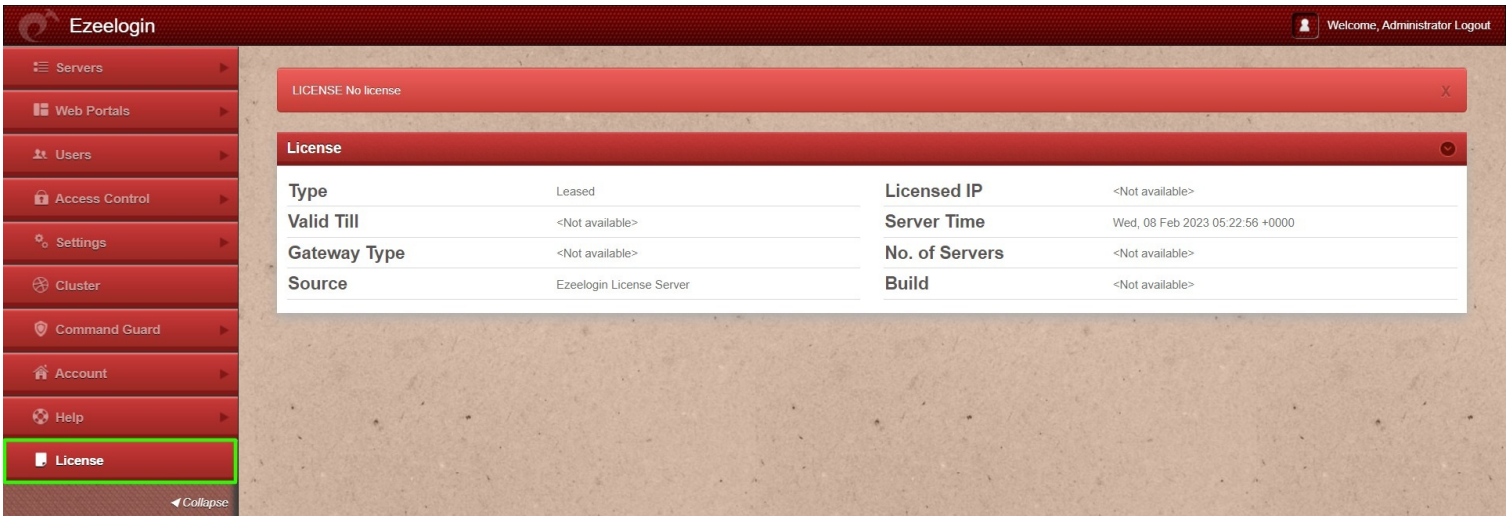
LICENSE No license

52 admin October 1, 2024 Common Errors & Troubleshooting 34278

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.

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License cache outdated but it's not time yet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