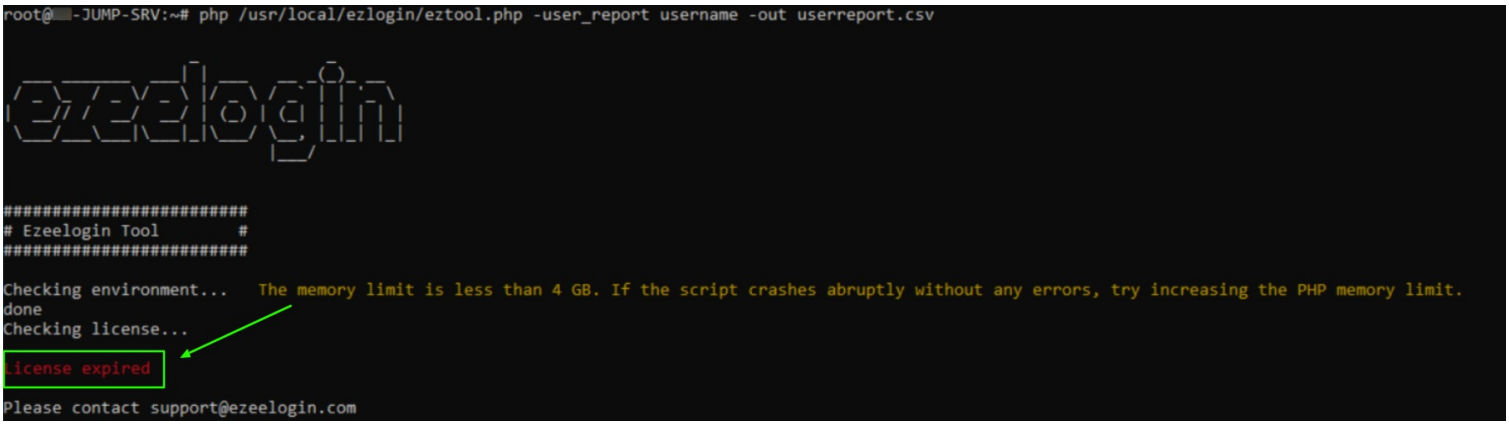
License Expired when generating user reports

555 Krishnaja March 21, 2025 Common Errors & Troubleshooting 3590

How to resolve "License Expired" error when generating user reports using eztool script?

Overview: This article describes resolving the **"License Expired"** error in **eztool** by checking license server connectivity and manually generating the license file if needed.

Error: License expired



The above error occurs when the eztool could not fetch the license from the license server.

Step 1: Ensure that there is a connection to the license server by running the following command:

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

Connected to license2.ezeelogin.com.

Escape character is '^]'.

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

Connected to license.ezeelogin.com.

Escape character is '^]'.
```

Step 2: If there is no connection to the license server, use the below step to create the license file.

To find the Ezeelogin dbname and dbprefix run the below command,

root@gateway:~# grep -v '^\s*#' /usr/local/etc/ezlogin/ez.conf | grep -i **'db_name\|db_prefix'**

```
root@gateway:~# mysql -u root -p -e "use ezeelogin_dbname; select value from prefix_settings where name='ezlel';" > lic.dat ; tail -n +2 lic.dat > /usr/local/etc/ezlogin/lic.dat
```

Contact our **support department** if you face any difficulties.

Related Articles:

How to generate user reports as CSV files in Ezeelogin?

Online URL: https://www.ezeelogin.com/kb/article/license-expired-when-generating-user-reports-555.html