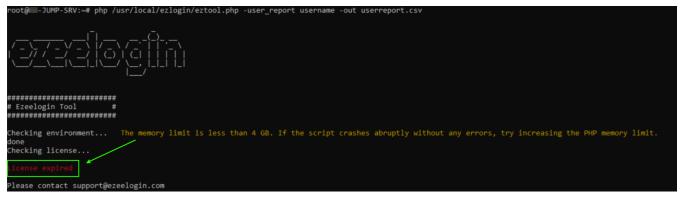
## License Expired when generating user reports

555 Krishnaja February 8, 2023 Common Errors & Troubleshooting 891

## License Expired when generating user reports using eztool script



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

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



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@jumpserver:~# grep -v '^s\*#' /usr/local/etc/ezlogin/ez.conf | grep -i 'db\_name|db\_prefix'

Even if the issue is persisting, please contact Ezeelogin support team 24\*6 Live Chat Support /

<u>Helpdesk</u>	
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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