How to Fix License File Errors

Overview

In some circumstances, you may see a license-related error message (for example, `License File Expired` or `Cannot Read License File`) on your cPanel & WHM server. Use the steps in this tutorial to troubleshoot and fix this problem.

> **Note:**
> If the steps in this document do not resolve the problem, contact cPanel Customer Service for further assistance.

Troubleshoot license errors

Verify your license IP address.

In most cases, the system returns these errors because of an invalid or expired license.

To check whether your license is invalid or expired, perform the following steps:

1. Run any of the following commands to obtain your license's IP address:

   ```
   curl -w '\n' -s http://myip.cpanel.net/v1.0/
   curl -w '\n' -s http://myip.cpanel.net:2089/v1.0/
   ```

2. Navigate to the cPanel License Verification page.
3. Enter the IP address that you obtained in Step 1. Our website will display the status of your license.
   - The License Verification page lists licenses for cPanel & WHM and other products separately. The list sorts each license from newest to oldest. For example, you may see `COMPANYNAME-INTERNAL` and `COMPANY-CLOUDLINUX-INTERNAL-WITH-CPANEL` in the *Package* column, where `COMPANYNAME` represents the name of the partner that issued the license. This example indicates that your server possesses a cPanel license and a CloudLinux license that you purchased through cPanel, Inc. Your CloudLinux license may report an active status while your cPanel license reports as expired.
   - If the most recent license for a product contains an `expired` status, renew your license through the cPanel Store or contact cPanel Customer Service for further assistance.
   - If no valid licenses exist for your IP address, contact cPanel Customer Service for further assistance.

Check for connectivity issues.

If your IP address is already licensed and you still experience problems, run the following script as the `root` user to verify your license:

```
/usr/local/cpanel/cpkeyclt
```

If your license works properly, the script will not return a message. If the script requires more than a few seconds to run, your server may have encountered connectivity issues.

Check resolving and hostname.

To check whether you can resolve our servers, run the following command:

```
host auth.cpanel.net
```

Additionally, ensure that your hostname is valid. For more information about the requirements for valid hostnames, read RFCs 952 and 1123.

Check the server's time and date settings.

Ensure that the time and date of the server are not set too far in the future or past.

To do this, run the `date` command. If the system returns an incorrect time or date, reset it.

Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- How to Disable Filesystem Quotas
- How to Fix Quotas
- Overselling

Content by label

There is no content with the specified labels

- How to Disable Filesystem Quotas
- How to Fix Quotas
- Overselling

- UAPI Functions - Ftp::set_quota
- UAPI Functions - Quota::get_quota_info
- WHM API 0 Functions - editquota
- UAPI Modules - Quota
- WHM API 1 Functions - editquota