

cPanel[®] Licensing

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Introduction

- Hello, My name is Billy
- We will be covering the cPanel licensing system and troubleshooting it.

Main Topics

- How does cPanel receive the license file
- Where to check when a license error occurs
- Using strace to troubleshoot the license error

How does cPanel get the License File?

- cPanel makes a connection to one of the cPanel licensing servers through port 2089
- Licensing server asks the cPanel server a number of questions to verify the identity of the server
- The cPanel server responds to the licensing server with the answers
- If all is in order the license server returns an encrypted license that cpsrzd on the cPanel server is able to verify

Where to Check When a License Error Occurs

- All licensing messages are logged
 - /usr/local/cpanel/logs/license_log
- If the log reports that the server is inactive check the Verify System
 - <http://verify.cpanel.net>
- If the log reports unable to connect to Licensing Server
 - Is port 2089 (tcp/outbound) blocked?
- Resolve auth.cpanel.net



Using strace to Troubleshoot the License Error

- Use the strace command to check what is returned from the licensing server
 - `strace -fvv -s 4096 -o /root/strace.out /usr/local/cpanel/cpkeyclt`

License Returned Status Codes

- 666
 - License is expired
 - License is suspended
 - hostname must be a FQDN
 - Machine does not qualify for VPS license

License Returned Status Codes

- 500
 - License is inactive
 - License is invalid
 - License version you are requesting is too old
 - Update cPanel

License Returned Status Codes

- 600
 - License has been activated too many times on different machines
 - Contact Billing for resolution to this!

Questions / Comments

Ask Away!