

License reactivation

When you renew your ZI-license for the next year, or increase the number of users, you have to reactivate your license to update the Zimbra server with the new data.

This operation should be done on every Zimbra mailbox server.

The procedure

1. Log to the Zimbra mailbox server as zimbra user

```
$ sudo su - zimbra
```

- ## 2. Run **ZI-LicenseManager** command

```
$ /opt/zimbra/bin/ZI-LicenseManager
```

3. Enter **your login** and **password** from the ZI-License document.

Please enter your login/email: <YOUR_LOGIN>

Enter your password: <YOUR PASSWORD>

4. Choose your license (insert number)

```

+-----+-----+-----+-----+
|                                     | Licenses |
+-----+-----+-----+-----+
| Nr | license_number          | description |
+-----+-----+-----+-----+
|  1 | nprFvwVdDbOP4N8AjG2noPKa | ZI-License for Intalio ZimbraDemo |
|  2 | 8lxJmjMGYsMm2S3bIht84dbh | ZI-License for Intalio ZimbraDemo (for Trial testing) |
+-----+-----+-----+-----+

Please choose from 1-2 option or type exit

Your option: 1

```

5. Check your extensions information and proceed if they are correct

.....

```

|                                     Extensions in license number:
nprFvwVdDb0P4N8AjG2noPKa          |
+-----+-----+-----+-----+-----+-----+-----+-----+
+-----+-----+
| Nr | name                | extension_number          | start_date | end_date  | version |
support | user_limit |
+-----+-----+-----+-----+-----+-----+-----+-----+
+-----+-----+
|  1 | ZI-Access            | JdZSEwqpnXkxPcGGHsQAvXFh | 2019-06-03 | 2099-12-31 | x.x     |
2050-12-31 |          9999 |
|  2 | ZI-Knock             | bLBFfFfwImJEzFXxuBLUYyma | 2020-04-30 | 2035-12-31 | 1.x     |
2050-12-31 |          500 |
|  3 | ZI-MailApproval     | qTAsWHjRxqvYhjhmRBgRPKVP | 2019-06-04 | 2099-12-31 | 2.x     |
2050-12-31 |          9999 |
|  4 | ZI-Piler             | BqHNHIizRKlHUBZlwsJtLGsM | 2019-03-21 | 2099-12-31 | 2.x     |
2050-12-31 |         1000 |
|  5 | ZI-Chat              | ErTpBsMIKZDrxVXgldGxogrD | 2019-06-04 | 2099-12-31 | 2.x     |
2050-12-31 |          9999 |
|  6 | ZI-ADPassword        | 0EhUkY0aeVJUQNBwlRYuGnqs | 2019-01-01 | 2099-03-03 | 1.x     |
2024-02-01 |          2000 |
|  7 | ZI-SecurityIncident  | LyGXXqyqEtaMmkmKThtGwCLq | 2020-09-11 | 2099-09-29 | 1.x     |
2099-09-11 |        100000 |
|  8 | ZI-PolicyD           | TGYySFbnDuzoRvPthvNumWr  | 2020-09-08 | 2099-12-31 | 2.x.x   |
2050-12-31 |          100 |
|  9 | ZI-PassRecovery      | dbZnp0qx0jQVHGicTWVvRrDR | 2021-07-08 | 2099-12-31 | 1.x     |
2024-05-08 |          9999 |
'-----+-----+-----+-----+-----+-----+-----+-----+
+-----+-----+'
Proceed? (Y/n or exit): y

```

6. Check, if every extension in your license is activated (output: *New activation - ok*)

```

Downloading license...
Saving license.....
Saving complete!
Activating Main License - version 1.0.15.3...
New zimbra version
Starting activation process.
Message from the activation server: Main license has been activated!
You have the right to activate the license.

```

```
New activation - ok
Reponse is 0
Activate ZI-Access - version 1.8.1....
New zimbra version
Starting activation process.
Message from the activation server: Extension was activated!
You have the right to activate the license.
New activation - ok
...
Thanks for activation!
Deleting cache...
Cache deleted

##### INFO #####
After license reactivation there's no need to restart zimbra
##### INFO #####

Restart zimbra? (Y/n or exit): n
```

If the activation process has finished with different output, check Troubleshooting section belowe.

7. You don't have to restart Zimbra, so choose "n"

8. Check if the license info is correct in the Zimbra admin panel (**Tools and Migration -> ZI-LicenseSystem**)

Home

Tools and Migration

Downloads

Client Upload

Software Updates

Account Migration

Search Mail

ZI-LicenseSystem

ZI-Piler

ZI-Access

ZI-SecurityIncident

Home - Tools and Migration - ZI-LicenseSystem

Intalio ZI-LicenseSystem

Preview state of licenses and info about all purchased extensions.

Multiserver status

Click to refresh.

License status: OK

Main license status

ControlSum	346c10f92aee85ec2187860598042047
Email	intalio@intalio.pl
NIP	781-184-58-29
Extensions	ZI-Piler ZI-SecurityIncident ZI-MailApproval ZI-Knock ZI-Chat ZI-Access ZI-PassRecovery ZI-PolicyD ZI-ADPassword
DateTimeOfGeneratingLicense	2023-03-13 07:04:01
LicenseID	nprFvwVdDbOP4N8AjG2noPKa
Name	INTALIO
CacheUpdated	2023-04-11T11:53:19.272586177

ZI-Piler

CompanyName	INTALIO
EndTime	2099-12-31
Support	2050-12-31
IsTrial	false
Version	2.x
StartTime	2019-03-21
ZimletName	ZI-Piler
UserLimit	1000

Troubleshooting

If the license activation ends with error

```
Permission denied at /opt/zimbra/bin/ZI-LicenseManager line 251, <STDIN> line 4.
```

change the permission of **ZiLicense.license** file to zimbra (you have to do it as root user)

```
chown zimbra.zimbra /opt/zimbra/common/conf/ZiLicense.license
```

Revision #2

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