

# Common Licensing Problems and Solutions

This article describes some of the common problems you may encounter with your Uptime Infrastructure Monitor license and explains how to resolve those issues.

License key problems generally fall into one of the following areas:

1. You did not receive a trial license key.  
Please contact [sales@idera.com](mailto:sales@idera.com) or complete the [License Extension Request](#) form on the IDERA Uptime Infrastructure Monitor Support site.
2. You need an updated license key because a) you want to move the Uptime Infrastructure Monitor Monitoring Station to a different platform or b) the HostID on your current platform has changed.

This is also known as Re-hosting, please refer to the following article [Moving your license key](#)

3. Your license key has expired or your Uptime Infrastructure Monitor installation has been re-sized.  
Send an email to [licensing@idera.com](mailto:licensing@idera.com) for assistance.
4. There is a problem with the format or content of your license key.

If there is, you should see an error on the License Info page in the Uptime Infrastructure Monitor UI. The following is an example of a license key:

```
FEATURE systems uptime 7.0 03-dec-2012 uncounted HOSTID=DEMO \  
NOTICE="eval20120504003851 " SN=1000 TS_OK SIGN="01D0 E664 807F \  
9D71 98AF C0CA 65D8 9B56 4EB2 5F66 1203 F9D2 FC07 B884 D052 \  
62B6 8E92 F252 DC67 61C8 C2C0"
```

The license key:

- a. Must start with the word `FEATURE`.
  - b. Must end with a double quotation mark (`"`).
  - c. Must have all lines (except the last one) end with a backslash (`\`) and not start with one.
5. You recently upgraded your Uptime Infrastructure Monitor Monitoring Station version and Uptime Infrastructure Monitor has stopped monitoring.

If you are upgrading to a new major release version (e.g. from 5.x to 6.x or 6.x to 7.x), you will need to retrieve a new license key from the License Portal (login required). To complete this process, login to the [License Portal](#), identify the Deployment that you have upgraded, select the "Upgrade my Deployment link" and follow the onscreen instructions.