

I renewed my On-Premise license and entered it, but Deskpro still says the license is expired

Payment & Renewals - (·) Ben Henley - 2017-11-08 - Comments

Your old license code may have been entered into config.php. This overrides codes entered through the web interface

Check config.php (in the directory where you installed Deskpro - you will need access to the server file system to do this

:If there's a section like this at the end

```
DP_LIC_STR = <<<DP_LIC_STR$
```

old code

```
;DP_LIC_STR
```

```
;(define('DP_LIC_STR', $DP_LIC_STR
```

.delete it or enter the new code there