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Ben Henley - 2023-05-25 - Comments (0) - Payment & Renewals

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.