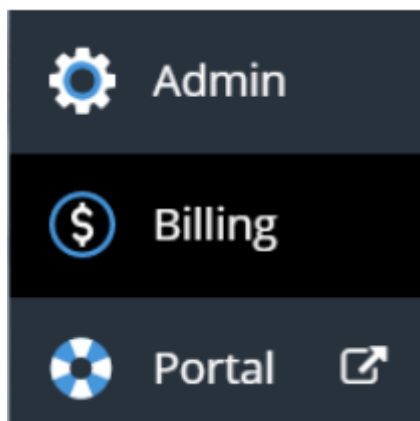


Where can I find my License Key file?

Colin Dunn - 2019-04-01 - Comments (0) - Troubleshooting

If you are looking to obtain a new license code for your Deskpro on-premise installation, most likely to extend an evaluation version of the software, you will need to provide us with your “Key File” - *this is not to be confused with your License ID or License Code.*

To find this, access the **Billing** section of your Deskpro admin dashboard.



This will take a you to your licensing and billing page, allowing you to immediately purchase the software and update your license code. This example page has been filled with dummy data.

The screenshot shows a web interface for a Deskpro agent. The browser address bar displays `http://helpdesk/agent/#app.tickets.inbox.agent.vis:7`. The interface includes a search bar and a sidebar with navigation icons. The main content area is titled "License" and contains the following information:

- License ID:** ABCD-1234-WXYZ
- Licensee:** Deskpro
- Demo License:** Your demo period expires in 12 days. A button labeled "\$ Purchase your License Now" is visible.
- Agents:** You can use unlimited agents during the demo period.
- License Code:** A text box containing a long alphanumeric string: `V9DGLU98QH34TP1M5O43PG83HUAV9808DNQK4PTH39GUN24GI03F8H2I0328FH02NFG2L2QW0e1800IFHHSNDVFNHj1byfg2qw7yfgfwqefwV9DGLU98QH34TP1M5O43PG83HUAV9808DNQK4PTH39GUN24GI03F8H2I0328FH02NFG2L2QW0e1800IFHHSNDVFNHj1byfg2qw7yfgfwqefwV9DGLU98QH34TP1M5O43PG83HUAV9808DNQK4PTH39GUN24GI03F8H2I0328FH02NFG2L2QW0e1800IFHHSNDVFNHj1byfg2qw7yfgfwqefw`. Below the text box is a button labeled "Update License Code".
- Key File:** A section with a red box around it. It contains the text: "If your server is not connected to the internet or there is a problem updating your license code automatically, you should email this Key File to support@deskpro.com. The file contains the token required to generate a new license key. It will be very small text file (.txt), and only a few kilobytes in size." Below this text is a button labeled "Download Key File" with a red arrow pointing to it.

If a Deskpro agent has requested your **“Key File”** specifically to extend a demo, you will need to provide them with the file generated when you press **“Download Key File”** as pictured. The file contains the token required to generate a new license key. It will be very small text file (.txt), and only a few kilobytes in size.

Please attach this file as is into a response back to the sales or support team if this has been requested from you. You will then receive a new license code which you can update on this page by replacing the text in **“Update License Code”**. We are always here to help if you need any further information.