

# Licenses

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# Overview

# Create new license

# Update existing license

# Delete license

# Restore license

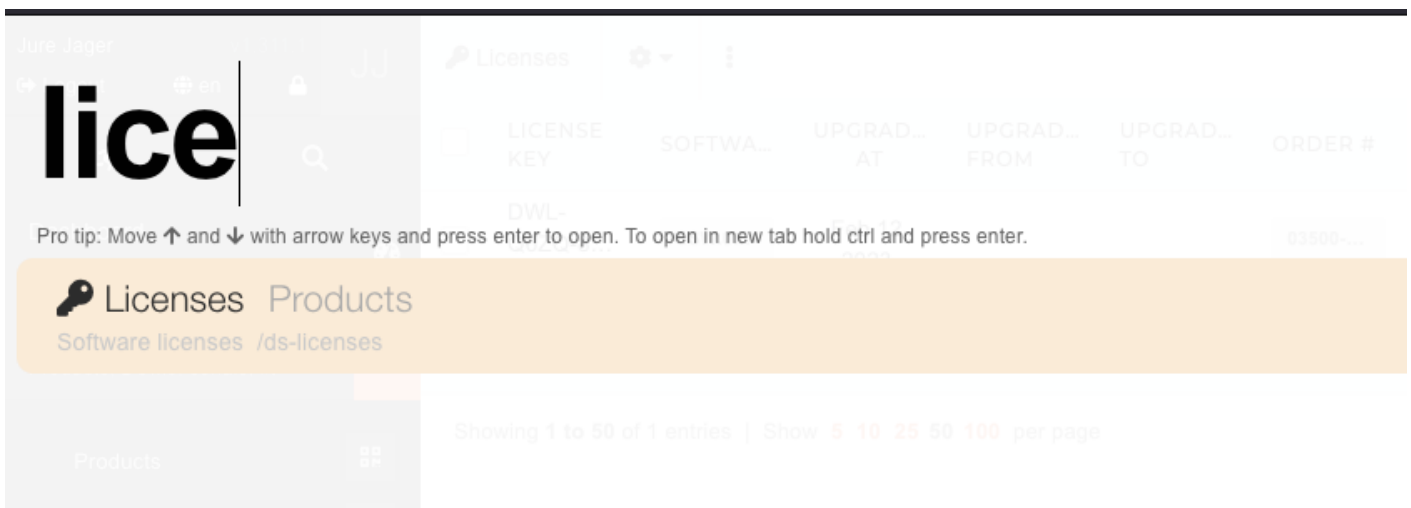
## Problem description

Customer order upgrade and then cancel it.

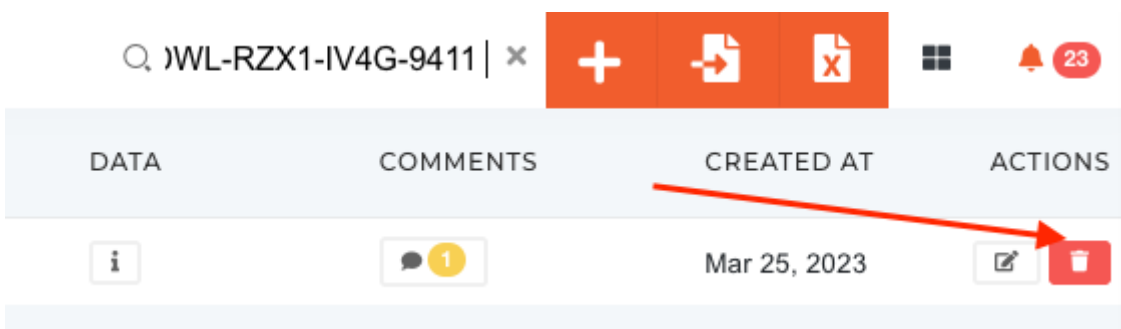
Because we need license key as soon as the order is created, system automatically delete old license and create new one. To revert this process you need to follow next how to guide

## Solution





Go to licenses (CTRL+/ and search license):



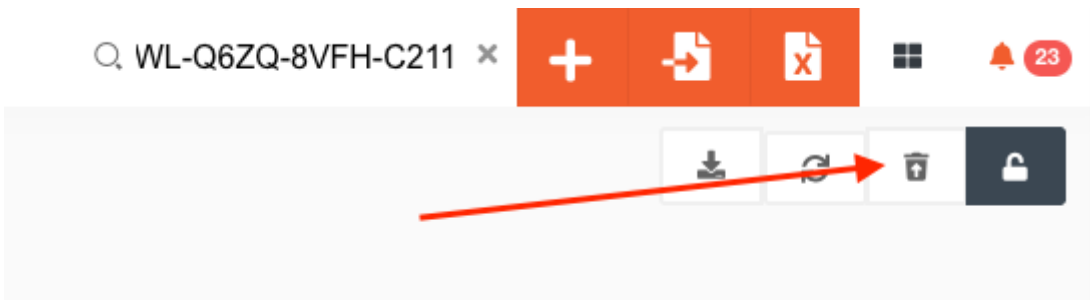
Find newly created license and delete it:




Find old license which needs to be restored:

DATA	COMMENTS	CREATED AT	ACTIONS
		Oct 13, 2022	 

Open and restore it:



Create upgrade to, upgraded at and save it:

UPGRADE TO Select license key	▼
UPGRADED AT 12. 02 . 2023	× 

# Downgrade license

Old license:

- copy sale order item id from new one
- change ds\_licence\_id on serial to old one
- remove deleted at on old license
- remove upgrade\_ds\_license\_to\_id

New license:

- remove upgrade\_ds\_license\_from\_id
- delete license with button