

Licenses

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Overview

Create new license

Update existing license

Delete license

Restore license

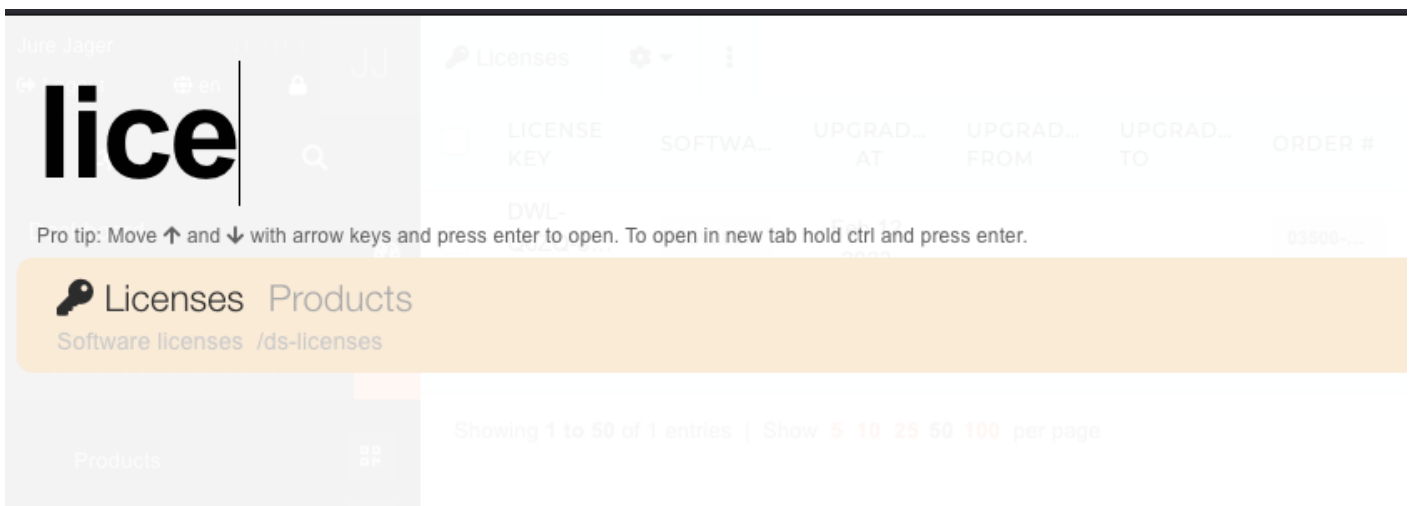
Problem description

Customer order upgrade and then cancel it.

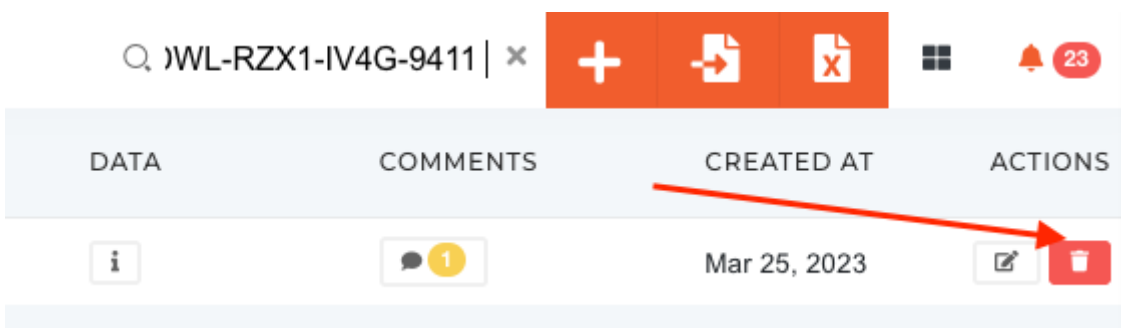
Because we need license key as soon as the order is created, system automatically delete old license and create new one. To revert this process you need to follow next how to guide

Solution

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



Find newly created license and delete it:



Find old license which needs to be restored:

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