

Add License

(Dashboard >> Licenses >> Add License)

Overview

Use the *Add License* interface to add licenses to your account or renew existing licenses, or to request a license transfer.



Important:

- When you add or renew licenses, Manage2 **immediately** creates an invoice. You **can not** cancel an invoiced license.
- cPanel, L.L.C. **must** approve license transfers.

Add a license

To add a license, perform the following steps:

1. Enter the IPv4 addresses to which you wish to add a license in the *IP(s)* text box, with one IP address per line.



Note:

To renew existing licenses or initiate a license transfer, enter the current IP addresses for those licenses.

2. From the *Group* menu, select the license's new group.
 - Click *show all groups* to view all of your Manage2 account's groups.
 - Click *limit groups* to return to the original menu of groups.
3. From the *Package* menu, select the license's new package.



Notes:

- When you add a package for a yearly license, you will receive a 30% discount. The discounted price will appear in the *Add License* interface.
- Invoices for yearly licenses are subject to the same terms as monthly licenses. For example, if your *Net Terms* setting is 15 days, you **must** pay your invoice within 15 days after you purchase your yearly license.

4. After you select the desired package and group, Manage2 will display the price and product type for the license. The interface will also display the following additional options for the type of license that you chose:
 - If you select an *Encompass* license, the *Number of Users* menu will display.
 - Use this menu to select the number of users you wish to have in conjunction with this license.
 - This value defaults to 5000.
 - If you select a *cPanel/WHM* license, the *License Features* options will display. **Always** set both of these **deprecated** options to the *Use Default (Yes)* setting.
5. Read the disclaimer about internal and external licenses.



Note:

External licenses are **only** available to cPanel distributors.

6. Click *Add License*.



Important:

If you entered IP addresses to renew or transfer an existing license, you **must** perform additional steps. For more information, read the [Renew an expired license](#) and [Request a transfer](#) sections below.

After you add the license, Manage2 will display the license's ID number, IPv4 addresses, group, and invoice amount.

In This Document

Related Documentation

- [Extend One Time License Updates](#)
- [List Active Licenses](#)
- [List Expired and Suspended Licenses](#)
- [Recently Added Licenses](#)
- [Search for a License](#)

For Developers

- [Manage2 API Functions - Look Up License ID](#)
- [Manage2 API Functions - Add Licenses](#)
- [Manage2 API Functions - Change a License IP Address](#)
- [Manage2 API Functions - Expire Licenses](#)
- [Manage2 API Functions - Extend One-Time Licenses](#)

- To make changes to or view details for the new license, click *View/Modify* to navigate to the *Modify a License* interface (*Dashboard >> Billing >> Modify a License*).
- To view your invoice, click *See a copy of the invoice here*. This interface displays the complete invoice for your order, which includes your account number, username, invoice date, company name, purchaser name, invoice ID, and an itemized list of purchases.



Note:

To modify which groups and packages display in the *Groups* and *Packages* menus, use the [Update My Information](#) interface (*Dashboard >> Users >> Update My Information*).

Renew an expired license

To renew an expired license, you **must** perform the following additional steps:

1. After you click *Add License*, a warning message will display. Verify the displayed IP addresses before you continue.
2. Click *Click Here for Forced Add* to renew the license.

Request a transfer

To request a license transfer, you **must** perform the following additional steps:

1. After you click *Add License*, a warning message will display. Verify the displayed IP addresses before you continue.
2. Click *request a transfer* to renew the license. A confirmation message will display with a confirmation number for the request.

You will receive an email notification after cPanel, L.L.C.'s Customer Service staff reviews the reseller's response. We allow 48 hours for the other reseller to provide additional information for our review. If we do not receive any feedback from the other reseller within 48 hours, our staff will review the request and process the transfer. This procedure helps to prevent possible fraud.

After cPanel, L.L.C. staff determine whether to approve the transfer request, you and the other reseller will receive notification of the final outcome. The notification will include whether we approved or denied the request, and the reason for that outcome.

For questions about a specific license transfer, or about how the transfer process works, click *Contact Us* at the top of the Manage2 interface to contact cPanel Customer Service.