

# How do I troubleshoot my Plesk license key issue?

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Online URL:

<http://kbase.licensecube.com/control-panel/licenses/how-do-i-troubleshoot-my-plesk-license-key-issue.html>

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While Plesk license key errors are rare, they can happen. Resolving the errors encountered by Plesk during activation is quick and only takes a few minutes. To understand if you have purchased the right key, please see below for a step-by-step outline of the Plesk licensing process:

- **Operating System** - Understanding the operating system that you are using is vital to ensuring that Plesk provides you with the correct license key. If you are unsure of your operating system, please consult with your web hosting provider.
- **Virtualization Type** - This is only applicable if you are running a VPS (Virtual Private Server). Understanding the underlying virtualization platform that your VPS is hosted on is imperative, as Plesk licenses keys based on the operating system and underlying virtualization platform. If you are unsure, please ask your web hosting provider for more details.
- **Version** - If you have Plesk already installed, please be sure to purchase a Plesk license for the version you currently have, as Parallels Plesk license keys are not backwards compatible with previous versions.

If you have any further questions pertaining to your [Plesk license](#), please feel free to get in contact with the LicenseCube support team for further guidance.